

SW-01428A-13-0042

W-01427A-13-0043 ORIGINAL



0000147112

ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Al Amezcua

Phone:

2013 AUG 2 P 12: 52

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL  
Date: 7/17/2013

Opinion No. 2013 - 111665

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Mike Last: Reynolds

Account Name: Mike and Dee Reynolds

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Goodyear

CBR:

State: AZ Zip: 85395

is:

Utility Company: Liberty Water /Litchfield Park Service Company -Sewer

Division: Sewer

Contact Name: Linda Byrd

Contact Phone: Arizona Corporation Commission

Nature of Complaint:

DOCKETED

Dkt No. SW-01428A-13-0042

AUG - 2 2013

From: Michael Reynolds  
Sent: Friday, July 12, 2013 12:44 PM  
To: Utilities Div - Mailbox  
Subject: Liberty Water - HORRIBLE!

DOCKETED BY [Signature]

We want to complain LOUDLY about a proposed rate increase by Liberty Water in Goodyear, AZ. This is a blatant example of a monopoly utility "sticking it" to their captive customers. If we had a choice, we would leave Liberty Water in a nano-second!!!  
Mike and Dee Reynolds

From: Michael Reynolds  
Sent: Tuesday, July 16, 2013 2:48 PM  
To: Al Amezcua  
Subject: Re: Liberty Water - HORRIBLE!

Mr. Amezcua,  
Thank you for your reply. Yes, we have a complaint against Liberty Water in which we received no satisfaction. Liberty Water is increasing their sewer rates by some 70%, and increasing their water rates by 20%. We feel that Liberty Water, as a monopoly utility, is abusing their power over us and their ability to raise rates to exorbitant levels, while their captive customers (us) have no option to choose another water utility.  
Our contact info is: Mike and Dee Reynolds,  
Thank you,  
M. Reynolds  
\*End of Complaint\*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Utilities' Response:**

**Investigator's Comments and Disposition:**

From: Al Amezcua  
To:  
Sent: Tuesday, July 16, 2013 1:36 PM  
Subject: Liberty Water - HORRIBLE!

Good afternoon Mr. Reynolds,

I would like to get more information regarding your email. Do you currently have a complaint against Liberty Water in which you received no satisfaction? If your answer is Yes, please provide me with your contact information including your address and phone number. I will then file an informal complaint on your behalf. Please advise.

Thank you,

Alfonso Amezcua  
1200 W Washington St

From: Al Amezcua  
Sent: Tuesday, July 16, 2013 3:22 PM  
To: 'Michael Reynolds'  
Cc: Al Amezcua  
Subject: RE: Liberty Water - HORRIBLE!

Mr. Reynolds,

Thank you for your quick response. Your email regarding the Liberty Utilities ("Liberty") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Liberty application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Thank you,

Alfonso Amezcua

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

1200 W Washington St  
Phoenix, AZ 85007

\*End of Comments\*

Date Completed: 7/17/2013

Opinion No. 2013 - 111665

---