

W-01580A-13-0255

ORIGINAL



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ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: 2013 AUG 15 1A 8:27

Fax:

Priority: Respond Within Five Days

CORP COMMISSION
MARKET CONTROL

Opinion No. 2013 - 112233

Date: 8/13/2013

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

Complaint By: First: Raymond Last: Schultz

Account Name: Raymond Schultz Home:

Street: Work:

City: Payson CBR:

State: AZ Zip: 85541 is:

Utility Company: Tonto Village Water Company, Inc.

Division: Water

Contact Name: Jeff & Diane Daniels Contact Phone:

Nature of Complaint:

***** W-01580A-13-0255 *****

Customer sent the following -

Corporation Commission,

I have been a resident and property owner at Tonto Village for 14 years and was present when the water company was sold to the current operator. I wish it to be known that our water quality has been poor to say the least. I am aware of several property owners that will not consume the water due to bad taste, bad color and a lot of other issues with the quality. We seem to have had a lot of issues with pipes breaking throughout the village and from what I understand the pipes were laid in the SO's. I do not believe that any piping has been upgraded and from what I have heard the water company currently has no financial funds to upgrade anything. And even if the current owner were to get financing I am greatly concerned that those finances would not be implemented in the direction the home owners would hope. I think the current owner should have been aware of the conditions before they decided to buy it. I think he should sell it to someone that can invest in the future or give it back to the residents of Tonto Village so we can get the loan from a federal agency that we have already been approved for.

Sincerely & Concerned

Raymond Schultz
End of Complaint

Utilities' Response:

Arizona Corporation Commission
DOCKETED

AUG 15 2013

DOCKETED BY nr

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/13/2013

Opinion No. 2013 - 112233

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 112232

Date: 8/13/2013

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

Complaint By: **First:** Lisa **Last:** Mulcahey, RN

Account Name: Lisa Mulcahey, RN **Home:**

Street: **Work:**

City: Payson **CBR:**

State: AZ Zip: 85541 **is:**

Utility Company: Tonto Village Water Company, Inc.

Division: Water

Contact Name: Jeff & Diane Daniels **Contact Phone:**

Nature of Complaint:

***** W-01580A-13-0255 *****

Customer sent the following -

In regards to the Tonto Village Water Company, I would like to take this opportunity to discuss some of the issues in the local area prior to the Corporation Commission making a decision on the rate increase.

I understand the Tonto Village Water Company needs to make a profit rather than lose on the operation of the water for the residents of Tonto Village, but I do not agree with it going to a \$45,000 increase. If there needs to be raise in the rates for the Tonto Village Water Company, the rates need to more reasonable rate increase rather than a 300% increase. I do not agree with such a huge increase in rates.

I am concerned over the lack of communication from the Tonto Village Water Company in regards to water being turned off and information on the conditions of the water supply. I would like to have the Tonto Village Water Company to also provide their water system with emergency generators for power outages as we are left with no water when large storms cause the power to be out for long periods of time if they are granted a rate increase. I would also like start making improvements on the system including pipes as they are old and need replacement if granted a rate increase.

Thank you for taking the time to consider my input in this situation.

Best Regards,

Lisa Mulcahey, RN
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/13/2013

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

the surrounding community including ourselves. For our family, we live pay check to pay check. Increasing our bill by 300% is going to cause us to have strain in our budget. We understand that the TVWC needs to make a profit, but going from a negative balance to a \$45,000 gain is ridiculous. Please stop this extortion of the basic need of water consumption. We have no problem with a rate increase, just not to this extent this matter. Thank you for taking the time to read this. Please feel free to contact us regarding this matter.

In closing, thank you for taking the time to consider the responses from the local community before making a discussion on this matter.

Sincerely,

Jacqleen and Jason Stetson
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

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is not a horrendous rate increase for poor service. Thank you for taking the time to read this opposition.

Sincerely,

Sam Coe
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 8/13/2013

Opinion No. 2013 - 112230
