

W-01580A-13-0255

ORIGINAL



0000147414

ARIZONA CORPORATION COMMI
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 112289

Date: 8/15/2013

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

Complaint By: First: Chuck Last: Walker

Account Name: Chuck Walker

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Payson

CBR:

State: AZ Zip: 85541

is:

Utility Company: Tonto Village Water Company, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Steven M. Olea
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ85007

Arizona Corporation Commission
DOCKETED
AUG 16 2013

DOCKETED BY
nr

AZ CORP COMMISSION
DOCKET CONTROL

2013 AUG 16 P 2:09

RECEIVED

August 10, 2013

Dear Mr. Olea:

The Tonto Village Water Company has applied to you for an adjustment in rates. feel that it is important to communicate to you how pleased I have been by the service rendered our community by TVWCs owners and operators,Jeff and Dee Daniels.

I completely support the proposed rate increase. My neighbors and I have seen the Daniels' fixing our village's water lines-- when needed-- in heat, rain and snow, and even past the midnight hour upon occasion. We have had water throughout the winters, even during the bitterest temperatures. They have paid and worked above and beyond the call of duty to keep our water flowing.

It is the least I can do to show my appreciation of their service by letting you know that I support a rate increase. I wilf gladly pay more for my water because the Daniels' deserve to be paid more for what they do and how well they do it.

Sincerely,

Chuck Walker

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Payson, AZ 85541

Walker & Harper, PC
ATTORNEYS AT LAW

August 14, 2013

Steven M. Olea
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Dear Mr. Olea:

RE: Tonto Village Water Company;
Request for Rate Increase

I wanted to add a few personal notes to my letter in support of TV Water's rate increase. My wife and I have lived in the Village for more than 15 years and remember well the years when the company was run by the predecessors to our current owner/ operators. In those years it always seemed to be an adversary relationship between customers and owners. We were seldom notified in advance of outages, were 'warned' every year that we were using too much water and had to cut back, and reporting problems and getting a response was 'hit or miss'. Since the current owner/operators have taken over, we get notice when there's going to be system shut-down for repairs, I have always found them responsive to calls for breakdowns, needed repairs and just general questions. And they have never made me feel like I was doing something wrong in using the water they were providing (that I was paying for).

Our system in Tonto Village is old and antiquated and I'm sure we're going to need some major infrastructure investments in the not-too-distant future. Jeff Daniels does an excellent job in working with what he's got now and making sure we have a consistent supply of good clean water. It is a shame if he can't at least turn a modest profit from his efforts and I support a reasonable rate increase that would allow him to do so.

Sincerely,

Chuck Walker
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01580A-13-0255. closed
End of Comments

Date Completed: 8/16/2013

Opinion No. 2013 - 112289

W-01580A-13-0255

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 112288

Date: 8/15/2013

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

First:

Last:

Complaint By: Catherine L Walker

Account Name: Catherine L Walker

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Payson

CBR:

State: AZ Zip: 85541

is:

Utility Company: Tonto Village Water Company, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Steven M. Olea
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ85007

August 10, 2013

Dear Mr. Olea:

The Tonto Village Water Company has applied to you for an adjustment in rates. feel that it is important to communicate to you how pleased I have been by the service rendered our community by TVWCs owners and operators, Jeff and Dee Daniels.

I completely support the proposed rate increase. My neighbors and I have seen the Daniels' fixing our village's water lines-- when needed-- in heat, rain and snow, and even past the midnight hour upon occasion. We have had water throughout the winters, even during the bitterest temperatures. They have paid and worked above and beyond the call of duty to keep our water flowing.

It is the least I can do to show my appreciation of their service by letting you know that I support a rate increase. I wilf gladly pay more for my water because the Daniels' deserve to be paid more for what they do and how well they do it.

Sincerely,

Catherine L. Walker

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Payson, AZ 85541
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01580A-13-0255. closed
End of Comments

Date Completed: 8/16/2013

Opinion No. 2013 - 112288
