

W-1580A-13-0255

ORIGINAL



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ARIZONA CORPORATION COMM.
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Priority: Respond Within Five Days

Opinion No. 2013 - 112540 Date: 8/30/2013

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

Complaint By: Gary & Joan Norem

Account Name: Gary & Joan Norem

Street:

City: Payson

State: AZ Zip: 85541

Work:

is: E-M

RECEIVED
2013 AUG 30 PM 2:48
AZ CORP COMMISSION
DOCKET CONTROL

Utility Company: Tonto Village Water Company, Inc.

Division: Water

Contact Name:

Nature of Complaint:

*****DOCKET NO. W-1580A-13-0255*****
OPPOSE

I am not in favor the proposed rate increase because I believe it will not guarantee a dependable and reasonable priced source of safe drinking water for current and future home owners in Tonto Village. It is unfortunate the original owner, Standage, put together such a poor quality water system just so he could sell his lots in Tonto Village. The system pressure is so low our washing machine does not fill properly. The wells are only minimal depth, which could result in trucking water in dry years. The lines in Tonto I and Tonto II are of poor quality and prone to leaks. Water quality in Tonto I and Tonto II is so poor; residents will not drink or even brush their teeth with it. In addition, it is unfortunate that Standage sold the water company to the current under-capitalized owner. I believe the current owner Jeff Daniels had good intentions; however, he does not have the financial resources needed to fix the problems he inherited with the water company. My wish is that at some point a reasonable and fair sale transaction can be agreed upon between Mr. Daniels and the Water District Board. A municipal system can obtain grants and low interest loans that are not available to Mr. Daniels to fix the many issues with the system. My concern is that any rate increase will become a return on capital for Mr. Daniels with no significant improvements being made to the system.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Arizona Corporation Commission

DOCKETED

AUG 30 2013

DOCKETED BY NR

Date Completed: 8/30/2013

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