

ORIGINAL



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COMMISSIONERS
BOB STUMP - Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



ARIZONA CORPORATION COMMISSION

September 5, 2013

To: Docket Control

RE: New River Utility Company
Docket No. W-01737A-12-0478

Please docket the attached 5 customer comments **OPPOSED** to proposed emergency rate increase.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division - Consumer Services

Arizona Corporation Commission
DOCKETED
SEP - 6 2013

DOCKETED BY NR

RECEIVED
2013 SEP - 6 1 A 9: 43
AZ CORP COMMISSION
DOCKET CONTROL

W-01737A-12-0478

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 112612

Date: 9/5/2013

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

Complaint By: First: Brian Last: Dembowski

Account Name: Brian Dembowski & Patricia Correia

Street: Work: (000) 000-0000

City: Peoria CBR:

State: AZ Zip: 85383 is:

Utility Company: New River Utility Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED

W-01737A-12-0478

WATER

Customer is opposed to the proposed rate increase. Would not be opposed to a more modest increase. Main concern is hopefully the increased rates will fix the low water pressure issue. Utility is operating within the required minimum of 20 psi but that is too low to even operate the ice maker on customers refrigerator.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/5/13: Entered for the record and docketed
End of Comments

Date Completed: 9/5/2013

Opinion No. 2013 - 112612

W-01737A-12-0478

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Priority: Respond Within Five Days

Opinion No. 2013 - 112609

Date: 9/5/2013

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

Complaint By: **First:** Gordon & Michelle **Last:** Mandat

Account Name: Gordon & Michelle Mandat

Street:

City: Peoria

State: AZ **Zip:** 85383

is: E-Mail

Utility Company: New River Utility Company

Division: Water

Contact Name:

Nature of Complaint:

*****DOCKET NO. W-01737A-12-0478*****
OPPOSE

1. Please Decline increase in water billing. Reference Docket #w-01731-12-0478.
2. We have been receiving very errate water bills for the last several years.
Recent Examples - 5-17 6-9-13 \$83.74
6-19 7-17-13 \$47.43
7-17 8-21-13 \$78.39

NOTE: WE HAVE CHECKED WITH MULTIPLE NEIGHBORS WHO HAVE NEVER HAD BILLS THIS HIGH.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 9/5/2013

Opinion No. 2013 - 112609

W-01737A-12-0478

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Priority: Respond Within Five Days

Opinion No. 2013 - 112608

Date: 9/5/2013

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

Complaint By: First: Erin Last: Kovach

Account Name: Erin Kovach

Home: (000) 000-0000

Street:

Work:

City:

State: AZ Zip: n/a

is: E-Mail

Utility Company: New River Utility Company

Division: Water

Contact Name:

Nature of Complaint:

****DOCKET NO. W-01737A-12-0478****
OPPOSE

Please decline increase for New River Water. Docket # W-01737-12-0479.

Thank You,
Erin Kovach

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control. Closed

End of Comments

Date Completed: 9/5/2013

Opinion No. 2013 - 112608

W-01737A-12-0478

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 112623

Date: 9/5/2013

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

Complaint By: First: Dale & Kathleen Last: Nyblade

Account Name: Dale & Kathleen Nyblade

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Peoria

State: AZ Zip: 85383

is: Cellular

Utility Company: New River Utility Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED

W-01737A-12-0478

WATER

Customer is opposed to the proposed rate increase and feels an 80% increase is excessive.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/5/13: Entered for the record and docketed

CLOSED

End of Comments

Date Completed: 9/5/2013

Opinion No. 2013 - 112623

W-01737A-12-0478

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Priority: Respond Within Five Days

Opinion No. 2013 - 112615

Date: 9/5/2013

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

Complaint By: **First:** Mark Elliot **Last:** Alberts

Account Name: Mark Elliot Alberts

Street:

City: Peoria

State: AZ **Zip:** 85383

is: E-Mail

Utility Company: New River Utility Company

Division: Water

Contact Name: **Co:**

Nature of Complaint:

*****DOCKET NO. W-01737A-12-0478*****
OPPOSE

From: Mark Alberts [mailto:malberts555@gmail.com]
Sent: Wednesday, September 04, 2013 10:26 AM
To: Utilities Div - Mailbox
Subject: Public Comment Attached

Please consider the attached comment on Docket: W-01737A-12-0478

I am opposed to a rate increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 9/5/2013

Opinion No. 2013 - 112615