

W-01815A-13-0210

ORIGINAL



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ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Carmen Madrid

Phone: 2013 SEP 10 10:17

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Priority: Respond Within Five Days

AZ CORP COMMISSION DOCKET CONTROL

Opinion No. 2013 - 112671

Date: 9/9/2013

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

First:

Last:

Complaint By: Carla

Cranney

Account Name: Carla Cranney

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Topock

CBR:

State: AZ Zip: 86436

is:

Utility Company: Golden Shores Water Company, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Arizona Corporation Commission
1200 W. Washington St. Phoenix, AZ 85007
Hearing: Rate Case #W-01815A-13-0210
August 27, 2013

Arizona Corporation Commission

DOCKETED

SEP 10 2013

Tuesday September 4, 2013

DOCKETED BY [Signature]

Judge Jane Rodda,

I have seen the video on this hearing. I would like to thank the commission for not giving the GSWC carte blanc on their rate increase. I appreciate Judge Rhodda asking the questions regarding the population of Golden Shores/Topock. There was a question regarding the population of our community and I don't feel a true picture was painted by Mr. Sparks. 75% of our community are retired and mainly living on Social Security. A good number of those are quite elderly. Approximately 150 families are "snowbirds" and perhaps as many homes (with meters) are "weekend warriors". Mr. Sparks referred to them as "boat people". The remaining population is working parents with children in school.

It shouldn't be surprising that no one drove almost 300 miles to attend the hearing. Two Town meetings were held in regards to the proposed emergency rate increase. It was heavily suggested that letters of complaint be written to the court. There was a signed petition mailed to the court stating the hardship a rate increase would place on most of the community population.

I fail to see how the Officers of the GSWC can justify giving the President of the company \$7000 per month and not call it a profit. The Vice President receives a salary of \$5400 a month along with 30 shares of stock. I realize Mrs. Sparks as Secretary is not receiving a salary; however her husband's salary should be adequate for them. The 30 shares of stock makes them owners in the company and I'm sure they are capable of viewing the long term overall big picture. It is nice of them to move from CA to help Mrs. Wayland get the company back to good

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working standards. I also see it as an overall major money making opportunity for them. Not just an altruistic move on their part.

I know Mrs. Wayland has taken a cut in her income and others also. In the past the office work was accomplished by one full time employee and 1 part time. Considering their office hours; 9am to 3pm Monday thru Thursdays, close at noon on Fridays and weekends off the staff is basically working a part time job.

Mrs. Wayland actually appears to be a consultant and not a worker when she is in the office. I speculate she wants her presence in the office so she can appear being in control of her business. Past performance of previous staff who she considered long time friends has taken a toll on her physically and mentally.

Thank you for reading these comments.

Carla Cranney
Golden Shores Water Conservation Board Member
Golden Shores Fire District Board Member
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01815A-13-0210. closed
End of Comments

Date Completed: 9/9/2013

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