

W-03514A-13-0111  
W-03514A-13-0142

ORIGINAL



ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez      Phone      Fax

Priority: Respond Within Five Days

Opinion      No. 2013 - 112953      Date: 9/24/2013

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

Complaint By:      First: Hope A.      Last: Cribb

Account Name: Hope A. Cribb      Home

Street:      Work:

City: Payson      CBR: t

State: AZ      Zip: 85541      is: E-Mail

Utility Company: Payson Water Co., Inc.

Division: Gisela Heights

Contact Name:      Contact Ph

Nature of Complaint:

Docket Nos. W-03514A-13-0111 & W-03514A-13-0142

Docket: Payson Water Company Rate Increase  
Docket No: W-03514A-13-0111  
Utility: Payson Water Company, Inc  
Position: Con

Comments:

I live in Gisela, AZ. The water company wants to increase our monthly fee from \$16.00 to \$39.24. That is a 145% increase. In addition, they are planning on instituting a graduated usage fee. Currently we are paying \$1.48 per 1,000 gallons on all usage. They are proposing raising the rates to \$2.75, \$4.75, and \$6.75 per 1,000 gallons depending on gallons used. This would constitute a 356% increase on usage above 10,000 or a 221% increase on usage of 4,001 to 10,000 gallons per month. If a customer only used less than 4,000 gallons per month the increase would be 86%. I cannot imagine that if you took a shower, flushed the toilet, did laundry, and washed dishes that you would use less than 4,000 gallons. Please do not approve the amount of increase that the water company is requesting. We have a lot of disadvantaged residents living in the community as well as a lot of elderly people on fixed incomes. It would be reasonable to grant a small increase. Our water system in Gisela has been replaced recently by insurance money after the flood took out the storage tanks. We should not have to pay for Mesa del. In the past the water company used to truck the water from Gisela to Mesa del. We are on the Tonto Creek and have available water. Thank you for your consideration.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission

DOCKETED

SEP 25 2013

DOCKETED BY

RECEIVED  
2013 SEP 25 P 2:48  
CORP COMMISSION  
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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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9/24

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

\*End of Comments\*

**Date Completed: 9/24/2013**

**Opinion No. 2013 - 112953**

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