

W-01815A-13-0210

OPEN MEETING AGENDA ITEM



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ORIGINAL

ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Al Amezcua

Phone: 21-A 9:50

Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2013 - 112439

Date: 8/26/2013

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

First:

Last:

Complaint By: Dwight

Reed

Account Name: Dwight & Barbara Reed

Home:

Street:

Work: (000) 000-0000

City: Golden Shores

CBR:

State: AZ Zip: 86436

is:

Utility Company: Golden Shores Water Company, Inc.

Division: Water

Contact Name: Linda Boyer

Contact Phone:

Nature of Complaint:

Docket # W-01815A-13-0210

Arizona Corporation Commission

DOCKETED

Rate increase request by Golden Shores Water Co. is unfair.

SEP 27 2013

Attention Arizona Corporation Commission

DOCKETED BY [Signature]

RE: Docket # W-01815A-13-0210

The Golden Shores Water Company has applied for a massive rate increase. We feel this is not a fair approach to their problem. They contend that their equipment and infrastructure are badly in need of repair, as it probably is. The problem is how did they get to that position.

At a meeting in Golden Shores on Aug 14th, several facts came to light.

For years the owners of Golden Shores Water Company took large salaries for the owners and put little or nothing into the business. They only did necessary maintenance and held little or nothing back for emergencies.

When the original owner died and left the business to, his daughter, the present owner, the same pattern was continued, except the amount of money taken from the business for personal salaries and to transfer funds to WEBE Consultants inc. another corporation they own. One can find any record for WEBE Consultants activity or reason for the transfer of funds from Golden Shores Water Co.

Now the whole thing is starting to fall down and they expect their customers to pay the whole bill. We feel they should not be allowed and increase without a massive input of their own money to off-set this problem. What they are trying is not fair and, we suspect, not legal. When asked at the meeting why they had no present reserve for emergencies, they had no answer.

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The vast majority of Golden Shores is populated with people who are on a fixed income. Most of us have only Social Security. The entire community is very near the poverty level. This increase would impose a huge burden on us. An increase that large would turn out town into a desert; no one would be able to afford to water out trees. We already have no lawns to water, they are too expensive at today's rates.

We sincerely hope the Arizona Corporation Commission will take these factors into consideration.

Dwight R Reed
Barbara J Reed

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Dear Mr. Reed,

Your recent email to the Arizona Corporation Commission was received and has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments will be filed in Docket Control in the docket assigned to the Golden Shores application. Copies will be provided to all Commissioners who will then have the opportunity to review your comments before making a decision in this matter. The Commissioners value comments from the public when making decisions regarding requests from the utilities.

The utilities must be able to support their requests with information provided to the Commissioners and Commission staff. This information is thoroughly reviewed by staff and staff makes its own recommendation to the Commissioners. The Commissioners make their decision at a meeting which is open to the public. They can approve, modify or decline staff's recommendation; approve, modify or decline the company's request; approve, modify or decline a settlement agreement or decide on application with elements of all the above.

You can follow this case on the Commission's website at www.azcc.gov using the e-Docket function.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission

Comments entered for the record and filed with Docket Control. CLOSED.

End of Comments

Date Completed: 8/26/2013

Opinion No. 2013 - 112439
