

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

ORIGINAL



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ARIZONA CORPORATION COMI

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

2013 SEP 27 A 9:26

Fax:

Priority: Respond Within Five Days

ARIZONA PUBLIC UTILITIES COMMISSION
SECRET CONTROL

Opinion No. 2013 - 112966

Date: 9/25/2013

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

Complaint By: First: Sandy Last: Traxler

Account Name: Sandy Traxler Home: (000) 000-0000

Street: Work: (000) 000-0000

City: Payson CBR:

State: AZ Zip: 85541 is:

Utility Company: Payson Water Co., Inc.

Division: Mesa Del Caballo

Contact Name: Jason Williamson Contact Phone:

Nature of Complaint:

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

September 20, 2013

Docket #W-03514A-13-0142

Sirs,

I am writing in regards to the notice of application for a 118.9 percent increase in water rates that I was notified of with my most recent water bill.

As a resident of Tonto Creek Shores I find the request for such a great increase to be unreasonable. This company is not providing a water/sewer service but water only. Many of my neighbors are on fixed incomes and even working full-time I would find an increase of this size to create a hardship.

As you know Brooks Utilities recently sold this water service and the purchaser should have done the research on revenue and operation costs prior to closure of the sell. If it is the purchasers' intent to apply for such an increase to fix the Mesa Del Cabello problem which the public has been aware of for years, and to burden all the areas they service with the cost of the fix, shame on them.

We live in an exceptional area (along the shores of Tonto Creek) where ground water is accessible even in drought conditions. Matter of fact, history will show that many times water was hauled from our area to Mesa Del.

Our location is also secluded in a canyon and surrounded by National Forest which leaves us with the responsibility to keep our properties fire wise. We have a small green area around our home and with the magnitude of the rate increase requested it concerns me that we as many others would not be able to afford to maintain those green areas.

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I do understand the increase in costs of operations as commodities continue to rise increasing the cost of operations, but, feel a more reasonable increase would be appropriate.

Once the "fix" at Mesa Del is completed I am sure the water provider will not offer to return to a lower rate.

Perhaps, if an increase is awarded the Company, they could offer customers an equalizer budget plan as APS and Alliant Gas do to make payments more affordable for their clients instead of shutting service off if they are a day late on payment.

I thank you for your time and attention in this matter and count on the commission to make the right decision in this matter.

Sincerely

Signature
Sandy Traxler
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

9/25/13 Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 9/25/2013

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