

W-02113A-13-0118

ARIZONA



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ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

2013 SEP 21 A 9:25 Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2013 - 112453

Date: 8/27/2013

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

First:

Last:

Complaint By: Gerald E

Rollings

Account Name: Gerald E Rollings

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is: Cellular

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

Docket # W-02113A-13-0118

A 34.80% rate increase???? That is outrageous and should never be granted. At a time when many of us are facing a loss in wages because our hours have been cut, medical insurance premiums increased grocery and fuel cost have increased and they are seeking close to a 35% one shot increase??? Forget about getting ahead I am just trying to keep my head above the rapidly rising waterline.

I understand that cost are going up and I expect and accept increases in my water cost but it must be something far more reasonable.

Please take a hard look at this request and make the right decision.

Thank you
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Dear Mr. Rollings,

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 Chaparral City Water rate 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.

ARIZONA CORPORATION COMMISSION

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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.

End of Comments

Date Completed: 8/27/2013

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