

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

ORIGINAL



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ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: (000)

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 113088

Date: 10/1/2013

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

Complaint By: First: F William Last: Sheppard

Account Name: F William Sheppard

Home: (000) 000-0000

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85012

is:

Utility Company: Payson Water Co., Inc.

Division: Geronimo Estates

Contact Name: Jason Williamson

Contact Phone:

Nature of Complaint:

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

10/1/13 Correspondence

F. WILLIAM SHEPPARD

PHOENIX, AZ 85012

September 23, 2013

Arizona Corporation Commission
Consumer Services Section
1200 West Washington Street
Phoenix Arizona 85007

Arizona Corporation Commission

DOCKETED

OCT 02 2013

DOCKETED BY

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2013 OCT -21 A 9:58
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Re: Docket No. W-03514A-13-0111

Dear Ladies and Gentlemen:

I am the Chairman of the Geronimo Estates/Elusive Acres Home Owners Group. Payson Water Company has targeted Geronimo Estates/Elusive Acres in the above referenced application for a water rate increase of 118.90%. We object to this increase and urge you to deny this application in its entirety for a variety of reasons.

First, an increase of 118.90% is outrageously high. According to the information sent out by your Commission, if this request were granted, the average water bill would go from \$21.51 per month to \$47.09. Many of our residents in Geronimo Estates/Elusive Acres are retired and living on fixed incomes. They are living in this remote rural part of Arizona because the cost of living is more affordable than Phoenix or

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Payson. To ask these people to pay this exorbitant increase in water rates would literally force many of them choose between food and water. This is not just unfair, it is inhumane.

Second, the service provided by Payson Water Company is poor at best. Water is constantly rationed and we are continually told we are at Stage 2 or 3 water conservation levels when other communities in the area are almost always at Stage 1. Because we are such a small remote community we are virtually ignored by Payson Water Company, until it is time to pay our water bills, of course.

Payson Water Company is almost impossible to reach when there is a problem. The phone number is an answering machine and phone calls are never answered. An email will occasionally get a response, but, in my personal experience, only when it is reflected that a copy of the email has been sent to this Commission.

Arizona Corporation Commission Consumer Services Section September 23, 2013
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For all the foregoing reasons and more, we in Geronimo Estates/Elusive Acres object very strongly to this increase of 118.90% in our water rates, as well as the request by Payson Water Company for an increase of 125% in its profits. We ask that you, the members of the Arizona Corporation Commission, protect and look after the interests of the residents of our small Arizona community, and deny this application totally and completely.

Bill Sheppard, Chairman
Geronimo Estates/Elusive Acres Home Owners
Group

FWS/nll
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/1/13 Comments noted for the record and docketed.
End of Comments

Date Completed: 10/1/2013

Opinion No. 2013 - 113088
