

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

OPEN MEETING AGENDA ITEM



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2013 OCT 17 PM 2 27

Investigator: Deb Reagan

Phone:

Priority: Respond Within Five Days

Opinion No. 2013 - 113300

Date: 10/17/2013

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

ORIGINAL

Complaint By: First: Darlene E. Last: Cline

Account Name: Darlene E. Cline

Home:

Street:

Work:

City: Peoria

CBR:

State: AZ Zip: 85382

is:

Utility Company: Payson Water Co., Inc.

Division: Meads Ranch

Contact Name: Jason Williamson

Contact Phone:

Nature of Complaint:

***** W-03514-13-0111 *****

Customer sent the following -

The rate increase that Payson Water Company(PWC) has requested is disproportionate for service they provide to the Mead's Ranch community. The overall increase is flat out unwarranted. 1. No capital investment has been made justifying this outrageous 100%+increase. 2.The overall quality of service is poor related to the pressure(year round) and availability of water(at peak usage). 3.The demographic of Mead's Ranch residence is mostly low/medium income range summer homes. Most of the family built cabins are used for an affordable short term vacation. Usage year round does not warrant a tiered structure nor the monthly minimum charge increase that is proposed by PWC. 4. Prior owners(Brooks Water Company) had water meters installed at a high cost of over \$400 that was to be repaid to the residents. No audit to my knowledge was done to confirm if the money paid to Brooks Water Company for this installation was returned to the Mead' Ranch consumers before PWC took over. Did PWC gain from a consumer paid capital investment with no return? This cookie cutter approach to rate increase request by PWC for the Mead's Ranch community is unjustifiable. It is a hardship on fixed and hard working families living at Mead's Ranch. I request the motion be rejected.

End of Complaint

Utilities' Response:

Arizona Corporation Commission

DOCKETED

OCT 17 2013

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

DOCKETED BY

Date Completed: 10/17/2013

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