

W. 03514A-13-0111

W. 03514A-13-0142



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ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

ORIGINAL

Investigator: .....

Phone: .....

Fax: .....

Priority: Respond Within Five Days

Opinion No. 2013 - 113331

Date: 10/18/2013

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

First:

Last:

Complaint By:

G

Stratton-Boast

Account Name:

Genevieve Stratton-Boast

Home: (000) 000-0000

Street:

n/a

Work:

City:

n/a

CBR:

State:

AZ

Zip: 000000

is: Home

Utility Company:

Payson Water Co., Inc.

Division:

East Verde Park Estates

Contact Name:

Contact Phone:

Nature of Complaint:

10/18 DOCKET NO W-03514A-13-0111 RATE CASE OPPOSED

From: Util-PublicComment  
Sent: Wednesday, October 16, 2013 8:37 AM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Arizona Corporation Commission

DOCKETED

OCT 28 2013

Name: Genevieve Stratton-Boast  
Date: 10/16/2013  
Address  
Phone  
City/State/Zip: Maver, Arizona  
Cell

DOCKETED BY

Docket: Payson Water Co. Application for Rate Increase  
Docket No: W-03514A-13-0111  
Utility: Payson Water C  
Position: Con  
Email:

Comments: The increase they are asking is more than double current rate. It will force many owners to discontinue their service and bus in their water. Why this ridiculous increase?

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED  
2013 OCT 28 P 3:20  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Docketed  
\*End of Comments\*

Date Completed: 10/18/2013

Opinion No. 2013 - 113331

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

\*End of Comments\*

Date Completed: 10/18/2013

Opinion No. 2013 - 113330

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Priority:** Respond Within Five Days

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**Opinion No. 2013 - 113329**

**Date:** 10/18/2013

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

**Complaint By:** **First:** Sandra **Last:** Bond

**Account Name:** Sandra Bond

**Home:** (000) 000-0000

**Street:** \_\_\_\_\_

**Work:** \_\_\_\_\_

**City:** n/a

**CBR:** \_\_\_\_\_

**State:** AZ **Zip:** 000000

**is:** Home

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**Utility Company:** Payson Water Co., Inc.

**Division:** East Verde Park Estates

**Contact Name:** \_\_\_\_\_

**Contact Phone:** \_\_\_\_\_

**Nature of Complaint:**

10/18 DOCKET NO W-03514A-13-0111 RATE CASE OPPOSED

From: Util-PublicComment  
Sent: Wednesday, October 16, 2013 7:44 AM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name:Sandra Bond  
Date:10/16/2013  
Address  
Phone  
CityStateZip:Scottsdale, AZ 85262  
Cell:  
Docket:Payson Water Co. Application for Rate Increase  
DocketNo:W-03514A-13-0111  
Utility:Payson Water Company  
Position:Con  
Email:sandybond1969@gmail.com  
Comments:Proposed increase amount is extreme  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 10/18/2013

Opinion No. 2013 - 113329

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** .....

**Phone:** .....

**Fax:** .....

**Priority:** Respond Within Five Days

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**Opinion No.** 2013 - 113328

**Date:** 10/18/2013

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

**First:**

**Last:**

**Complaint By:** Robert

Mollere

**Account Name:** Robert Mollere

**Home:** (000) 000-0000

**Street:**

**Work:**

**City:** n/a

**CBR:**

**State:** AZ Zip: 000000

**is:** Home

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**Utility Company:** Payson Water Co., Inc.

**Division:** East Verde Park Estates

**Contact Name:**

**Contact Phone:** (000) 000-0000

**Nature of Complaint:**

10/18 DOCKET NO W-03514A-13-0111 RATE CASE OPPOSED

From: Util-PublicComment  
Sent: Tuesday, October 15, 2013 7:57 PM  
To: Util-PublicComment  
Cc: .....

Name: Robert Mollere  
Date: 10-15-2013  
Address  
Phone  
CityStateZip: Phoenix

Cell:  
Docket: Payson Water Co. Application for rate increase  
DocketNo: W-3514A-13-0111  
Utility: Payson Water Company  
Email: romollere@cox.net

Comments: With today's economic situation I am offended to see a company ask for such an obscene rate increase. I've had to take a drastic cut in pay and yet here comes a company asking for 125% increase it is insulting. The Mead ranch system has been in service since Maynard Mead and his brothers installed it back in the 50's. Neither Brooks Utility or other owners over time did anything for the infrastructure other than install another tank and upgrade the pump control system, and yes they did installed meters. I have been here since 1960 and the system has worked well. Yes they have had breaks but what systems doesn't have them. Now if they plan on installing a complete water line upgrade and pressure system that would include fire hydrants and the appropriate water fire support, then I could understand the increase (I currently work for Hellsgate fire department) but I don't see that feasible in this secluded community. I ask that you do not allow such an

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increase. Bobby Mollere  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Docketed  
\*End of Comments\*

Date Completed: 10/18/2013

Opinion No. 2013 - 113328

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: .....

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2013 - 113327

Date: 10/18/2013

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

Complaint By: First: Stephen Last: McKellips

Account Name: Stephen McKellips

Home: (000) 000-0000

Street:

Work:

City: Payson

CBR:

State: AZ Zip: 85541

is: Home

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Utility Company: Payson Water Co., Inc.

Division: East Verde Park Estates

Contact Name:

Contact Phone:

Nature of Complaint:

10/18 DOCKET NO W-03514A-13-0111 RATE CASE OPPOSED

From: Util-PublicComment  
Sent: Tuesday, October 15, 2013 7:34 PM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: Stephen McKellips  
Date: 10/15/2013  
Address:  
Phone:  
CityStateZip: Payson, Arizona, 85541  
Cell:  
Docket: Payson Water Co. Application for Rate Increase  
DocketNo: W-03514A-13-0111  
Utility: Payson Water Company  
Position: Con  
Email:

Comments: An increase of this capacity would all but force my Family and I to move from our home. I am on an extremely strict monthly budget and this would devastate us. We have an already high rate in place and any increase would be out right criminal. Please think of all the damage this would cause Families in collins Ranch. Thank you for your time.

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

Docketed

\*End of Comments\*

Date Completed: 10/18/2013

Opinion No. 2013 - 113327

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Priority:** Respond Within Five Days

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**Opinion No. 2013 - 113333**

**Date:** 10/18/2013

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

**Complaint By:** **First:** David **Last:** \_\_\_\_\_  
**Title:** \_\_\_\_\_

**Account Name:** David G Tittle

**Home:** (000) 000-0000

**Street:** \_\_\_\_\_

**Work:** \_\_\_\_\_

**City:** n/a

**CBR:** \_\_\_\_\_

**State:** AZ **Zip:** 000000

**is:** Home

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**Utility Company:** Payson Water Co., Inc.

**Division:** East Verde Park Estates

**Contact Name:** \_\_\_\_\_

**Contact Phone:** \_\_\_\_\_

**Nature of Complaint:**

10/18 DOCKET NO W-03514A-13-0111 RATE CASE OPPOSED

Name: David G Tittle

Date: 10/15/2012

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

CityStateZip: Payson, Az 85541

Cell: \_\_\_\_\_

Docket: Payson Water Co. Application for Rate Increase

DocketNo: W-03514A-13-0111

Utility: Payson Water Company

Position: Con

Email: \_\_\_\_\_

Comments: My water bill has been consistently in the area of \$19.00 per month since we purchased our property 6 years ago. Brook Utilities (the previous provider) had its share of customer service issues, but had maintained our reasonable rates for a number of years. An increase of 120% is outrageous! I can't believe that costs, in the few short months that Payson Water Company has been providing the service, have increased this much. Apparently financial issues at the company have precipitated this insane rate increase. My response is; Cut your costs, be more efficient, maybe don't take undeserved bonuses. You can't take your mismanagement issues out on customers. I STRONGLY OPPOSE this rate increase.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 10/18/2013

Opinion No. 2013 - 113333

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