

W-02860A-13-0399



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ARIZONA CORPORATION COMI  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: . . . . .

Fax: "

Priority: Respond Within Five Days

Opinion No. 2014 - 114518

Date: 1/10/2014

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

ORIGINAL

Complaint By: First: Richard Last: Corley

Account Name: Richard Corley

Home: (000) 000-0000

Street: Address . . . . .

Work:

City: Naco

CBR: .

State: AZ Zip: 85620

is:

Utility Company: Naco Water Company, L.L.C.

Division: Water

Contact Name: Paul Juhl

Contact Phone: 2014 FEB 14 P 12: 13

Nature of Complaint:

W-02860A-13-0399 OPPOSED RATES

RECEIVED  
2014 FEB 14 P 12: 13  
CORP COMMISSION  
DOCKET CONTROL

From: Util-PublicComment  
Sent: Wednesday, January 08, 2014 8:40 PM  
To: Util-PublicComment  
Cc: .  
Subject: Public Comment

Arizona Corporation Commission

DOCKETED

FEB 14 2014

Name: Richard H Corley  
Date: 1/8/14  
Address: 3578 S. . . . .  
Phone: 5 . . . . .  
CityStateZip: Naco, AZ. 85620  
Cell: 526 . . . . .

DOCKETED BY [Signature]

Docket: Naco Water Rate Increase  
DocketNo: W-02860A-13-0399  
Utility: Naco Water Company  
Position: Con  
Email: rhcorley@q.com

Comments: Please do not increase the Naco Water Company rates. We have some of the highest rates in the state. Last months bill for one person was 46.84. I had a bill of over \$200.00 one month because of watering a garden. These rates are not reasonable! The new well broke down and some residents did not have water and the Naco Water did not notify the residents. This is not service with these high rates. You should be lowering the rates.

\*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: 1/10/2014

Opinion No. 2014 - 114518

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W-02860A-13-0399

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: (520) 325-1233

Priority: Respond Within Five Days

Opinion No. 2014 - 114989

Date: 2/11/2014

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

Complaint By: First: Ruperto Last: Garnica

Account Name: Ruperto Garnica

Home: (000) 000-0000

Street: n/a

Work:

City: Naco

CBR: /

State: AZ Zip: 85620

is:

Utility Company: Naco Water Company, L.L.C.

Division: Water

Contact Name: -----

Contact Phone:

Nature of Complaint:

DocketNo:W-02860A-13-0399 Opposed Rates

Name:Ruperto Garnica

Date:01/18/2014

Address:PO Box 351

City: Naco

CityStateZip:Naco, Az. 85620

Cell:

Docket:

DocketNo:W-02860A-13-0399

Utility:Naco Water Company

Position:Con

Email:ruperto

Comments:I am writing this to voice my opposition to the water rate increase requested by Naco Water Company. Currently, Naco Water Company charges the most expensive water rates in the area. Several years ago, our monthly water bill increased by over \$30 when the service fee was approved. I have seen between \$150 - \$250 dollar water bills monthly with basic water for two people, and merely watering the few plants I have outside my house once a week during the summer months. Naco Water charges residents approximately \$2 per thousand gallons higher than AZ Water Company charges Bisbee residents. If this increase request is approved, they will be charging almost \$4 higher per thousand gallons than AZ Water charges. This is absurd and outrageous! After the last rate increase was approved several years ago, many residents had to cut back on their water usage to make up for the additional money charged. If this current request is approved, I will be forced to cut back even more to cover the additional cost (which will be approximately almost \$15 more a month). Other residents have made the same claim, and some have even gone as far to say they will be looking into the possibility of paying to have personal wells installed to completely get away from having to deal with the water company. I am respectfully requesting that you do not approve the increase in rates Naco Water has applied for.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Thank you for your consideration.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

docketed  
\*End of Comments\*

Date Completed: 2/11/2014

Opinion No. 2014 - 114989

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