

W-02860A-13-0399



0000150849

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL

Priority: Respond Within Five Days

Opinion No. 2014 - 114606

Date: 2014 JAN 16 PM 2 55
1/16/2014

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

ORIGINAL

Complaint By: First: Mario and Monica Last: Flores

Account Name: Mario and Monica Flores

Home:

Street: uez St.

Work: (000) 000-0000

City: Naco

CBR:

State: AZ Zip: 85620

is: E-Mail

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

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED

W-02860A-13-0399

WATER

We are opposed to the approval of rate increases that Naco Water Company has requested, and we wish to contest it. We use approximately 5,500 - 7,000 gallons of water a month. We have used this amount since we established the water utility at our home. Before the last increase was given we had between a \$43 - 48 water bill (with an occasional \$50 - 55 bill in the summer months). When the service fee was authorized, our bill jumped to \$65 - 78 a month. More than 50% of our current water bill is in service fees and we feel that is outrageous! In their testimony, the representative for the company who analyzed the rates, states that when Naco Water asked for the service fee increase a few years ago, they did so expecting usage to continue at the same rate, but usage decreased. Naturally, people decreased their usage when they saw their bill nearly double! What else are we supposed to do? And, we can also guarantee that if our rates go up even more, then we will be forced to try to decrease our usage as well to offset the additional cost. We are expecting our own personal bill to go up at least \$15 more a month, naturally we will try to decrease our usage to cut the additional expense. We have even begun looking into the possibility of having a company come in and dig a well for our personal use on our land. As it is, we are to the point that we do not have any trees or shrubbery outside to avoid having to pay outrageous fees and only use the water for necessary personal needs (e.g. washing clothes, dishes, cooking, showering, and cleaning). Naco Water's rates are currently the highest in the area. To our understanding, Arizona Water Company charges \$5.405 per thousand gallons for a 1" - 2" meter Tier 1 and \$6.528/1,000 gallons for Tier 2, with a \$17 basic residential service charge. Naco Water is proposing more than double that cost, and it's much higher than what Bisbee charges. Please do not approve the rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission

DOCKETED

JAN 16 2014

DOCKETED BY

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

1/16/14: Entered for the record and docketed

CLOSED

End of Comments

Date Completed: 1/16/2014

Opinion No. 2014 - 114606
