

WS-04235A-13-0331



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ARIZONA CORPORATION COMI
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117014

Date: 7/11/2014

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

Complaint By: First: Ian Last: Smith

ORIGINAL

Account Name: Ian Smith

Home:

Street:

Work:

City: Bellmont

CBR:

State: AZ Zip: 86015

is: E-Mail

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No: WS-04235A-13-0331

From: Util-PublicComment
Sent: Friday, July 11, 2014 3:22 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Arizona Corporation Commission

DOCKETED

JUL 15 2014

DOCKETED BY

Name: Ian Smith
Date: 7-11-14
Address:
Phone:
CityStateZip: Bellmont, Arizona, 86015
Cell:
Docket:
DocketNo: WS-04235A-13-0331
Utility: Utility Source, LLC
Position: Con
Email:

RECEIVED
2014 JUL 15 A 9:30
CORP COMMISSION
DOCKET CONTROL

Comments: To be completely blunt, the proposed increases will require myself and my family to move away from Bellmont. Their will be no possible way to afford water for me and my family in the Bellmont area.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

7/11

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 7/11/2014

Opinion No. 2014 - 117014

WS-04235A-13-0331

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117016

Date: 7/11/2014

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

First:

Last:

Complaint By: Leslie

Hauer

Account Name: Leslie Hauer

Home:

Street:

Work:

City: Bellemont

CBR:

State: AZ Zip: 86015

is: E-Mail

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

DocketNo: WS-04235A-13-0331

From: Util-PublicComment
Sent: Friday, July 11, 2014 4:22 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Leslie Hauer
Date: 7/11/14
Address:
Phone:
CityStateZip: Bellemont, AZ 86015
Cell:
Docket:
DocketNo: WS-04235A-13-0331
Utility: Utility Source LLC
Position: Con
Email:

Comments

:It has been explained to me by Mr. Bulecheck's, owner of Utility Source, daughter that Utility Source made a significant investment in the water and sewer infrastructure of Bellemont based on the expectation that many more homes would be built than actually were due to the bankruptcy of the developer. Because this investment has not produced the financial return that Utility Source had planned on they would like to pass on their losses to the residents of Bellemont by increasing rates to levels that will make Bellemont a very expensive place to live and decrease property values. Because utilities are inherently monopolistic rates should be set based on comparable water and sewer services to avoid factors like mismanagement, erroneous projections, fraud, the

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

absence of free market forces, etc. Current rates are in line or even higher than comparable water and sewer services making an increase unreasonable. Given these facts I contend that Utility Source should explore alternate avenues towards alleviating the consequences of a poor investment.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

7/11

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 7/11/2014

Opinion No. 2014 - 117016

WS-04235A-13-0331

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117020

Date: 7/14/2014

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

First:

Last:

Complaint By: Tracy

Contreras

Account Name: Tracy Contreras

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Bellemont

CBR:

State: AZ Zip: 86015

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. WS-04235A-13-0331*****

Name: Tracy Contreras
Date: 7/11/14
Address:
Phone: --
CityStateZip: Bellemont
Cell:
Docket:
DocketNo: WS-04235A-13-0331
Utility: Utility Source, LLC.
Position: Con
Email:

Comments:The purposed water rate increase is completely unwarranted. The fact that Utility Source wants to raise water rates due to the fact they originally budgeted for more homes was poor planning on their part and the community should not be penalized. Bellemont already has higher water rates then it's surrounding areas. Raising the water rates will greatly impact my family. I have two people in a town home. We do not have grass or any water features and our water bill is said to increase to around \$170.00 a month. This is astronomical! If this rate increase passes I am not sure if I can continue living in Bellemont. We moved out here for more reasonable home prices not to be charged for a water companies inabilities to responsibly manage their money. I am completely against this insane rate increase.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. WS-04235A-13-0331. closed

End of Comments

Date Completed: 7/14/2014

Opinion No. 2014 - 117020

WS-04235A-13-0331

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117021

Date: 7/14/2014

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

First:

Last:

Complaint By: Mary

Rogers

Account Name: Mary Rogers

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Bellemont

CBR:

State: AZ Zip: 86015

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. WS-04235A-13-0331*****

Name: Mary Rogers
Date: 7/11/14
Address:
Phone:
CityStateZip: Bellemont, AZ 86015
Cell:
Docket: WS-04235A-13-0331
DocketNo: WS-04235A-13-0331
Utility: Utility Source, LLC
Position: Con
Email:

Comments:I strongly oppose the rate increase requested by Utility Source LLC. The rates are already much higher than surrounding communities, and over the past year we have been there, the billing has been inexplicably inconsistent. We use approximately the same amount of water every month, yet the bills vary wildly. Every time we call, they don't know what is going on and just tell us we need to pay what is on the bill. Yet our water-use habits are consistent--there is no explanation for the widely varying bills. I currently pay well more than double in water bills in Bellemont than I have paid anywhere else, and I have been paying water bills in various places for 20 years. When it is already so high, it seems genuinely excessive to raise the rates significantly more.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
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Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. WS-04235A-13-0331. closed

End of Comments

Date Completed: 7/14/2014

Opinion No. 2014 - 117021

WS-04235A-13-0331

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117022

Date: 7/14/2014

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

First:

Last:

Complaint By: Ethan

Mitkowski

Account Name: Ethan Mitkowski

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Bellemont

CBR:

State: AZ Zip: 86015

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. WS-04235A-13-0331*****

Name: Ethan Mitkowski

Date: 07-11-2014

Address:

Phone:

CityStateZip: Bellemont, AZ

Cell:

Docket: WS-04235A-13-0331

DocketNo: WS-04235A-13-0331

Utility: Utility Source, LLC

Position: Con

Email:

Comments: I am writing to express my opposition to the proposed rate increase to customers of Utility Source, LLC. As members of the Bellemont Community have researched the issue, it has become apparent that Utility Source LLC already charges the highest rates for water in the region. Similar communities in and around Flagstaff are charged far less than Utility Source LLC customers are now, not to mention if the requested rate increases are approved. Should this increase be approved, the cost of water will become so high that many families in Bellemont will no longer be able to afford this basic human need. Other water companies in the region are currently able to provide water service to their customers and remain solvent with fees lower than Utility Source's current rates. Accordingly, common sense suggests that it may be Utility Source's management of their company that is faulty, and that this increase is simply trying to make up for their own internal shortcomings by gouging working families. Unfortunately, my past dealings with Utility Source LLC may make me more suspicious of their intent. Specifically, I have-- as have many other community members-- caught Utility Source LLC charging me for hundreds of gallons of water more than I have used, and hundreds of gallons more than what was reflected on my water meter at the time of their reading. Several months ago I began to see my water

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bills increase without explanation, so I began to monitor the water meter daily. Sure enough, after several weeks of monitoring I received a bill that charged me for approximately 600 gallons more than the meter reflected on the day of the reading. Upon my complaint, Utility Source adjusted my bill accordingly without question, but the anecdotal reports of similar incidents to other residents remains troubling. I would request the commission decline Utility Source LLC's rate increase, as it will adversely affect hundreds of hardworking families in the Bellemont community by charging them an absurd amount for water service. Additionally, the company's past business practices- including not only the above related incident but the \$20,000 fine levied against the owners by the AZ Corporation Commission in 2005 for improper procedures in applying to become a utility and setting rates-- should serve as a historical example that Utility Source LLC does not deal in good faith, but seeks to operate at the expense of the homeowners who make up the Bellemont community. Thank you for your consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. WS-04235A-13-0331. closed

End of Comments

Date Completed: 7/14/2014

Opinion No. 2014 - 117022

WS-04235A-13-0331

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (602) 254-2000

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117023

Date: 7/14/2014

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

First:

Last:

Complaint By: Daniel

Parsons

Account Name: Daniel Parsons

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Bellemont

CBR:

State: AZ Zip: 86015

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. WS-04235A-13-0331*****

Name: Daniel Parsons

Date: 7-11-2014

Address:

Phone:

CityStateZip: Bellemont, AZ 86015

Cell:

Docket: WS-04235A-13-0331

DocketNo:

Utility: Utility Source

Position: Con

Email:

Comments: We are new to the neighborhood as of May 2013 and sticker shocked already. We heard rumors of the prices being rediculous and were heavily cautioned by neighbors to read our own meters and document with pictures. Neighbors cautioned because the current water company apperantly estimates more often than taking an actual reading, then refusing to cooperate with home owners if they were questioned. We have been overly cautious with toilet flushes, showers, dishes and laundry but still received an enormous bill for 9k gallon usage. If the water bills increase as proposed we will be displaced and forced to start looking at alternate options for water and/or home locations.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. WS-04235A-13-0331. closed
End of Comments

Date Completed: 7/14/2014

Opinion No. 2014 - 117023
