

COMMISSIONERS
BOB STUMP – Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



0000155475

ARIZONA CORPORATION COMMISSION

To: Docket Control

ORIGINAL

RE: Utility Source, LLC Docket # WS-04235A-13-0331

Please docket the attached 36 customer comments regarding the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

AUG 21 2014

DOCKETED BY 

RECEIVED
2014 AUG 21 P 3:42
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117923

Date: 8/20/2014

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

Complaint By: First: Kathleen Last: Hampton

Account Name: Kathleen Hampton Home:

Street: Work:

City: Bellemont CBR:

State: AZ Zip: 86015 is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry Contact Phone:

Nature of Complaint:

***** WS-04235A-13-0331 *****

Customer sent the following -

I am a resident in the Bellemont Community. I received the letter stating that Utility Source wants to raise the rates of our water and sewer. According to their letter, they will raise it enough for my water bill alone, not including sewer (which usually the usage matches, to over \$150.00. So with sewer, estimated at close to \$300.00 per month. YIKES! This would force our family out of our home. I can not afford \$300.00 a month for water and sewer alone! As part of the town home community, we are only responsible for our usage in the home and our little backyard. Our backyard is all rock with two trees. Very low maintenance and hardly any water. I can not imagine larger homes, or homes that require some sort of landscaping to meet the requirements of the HOA. Not only would our water bill go up, but I am sure as a member of the community's HOA Board, the assessments will increase to provide for the bill of the landscaping. It is ridiculous that Utility Source would even dream of asking this of the families in our community. Please put a stop to this insanity. I understand a 3-5% cost of living raise in rates, but 300%? I don't think that is reasonable.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117923

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117922

Date: 8/20/2014

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

Complaint By: First: Karen Last: Fallon

Account Name: Karen Fallon

Home:

Street:

Work:

City: Bellemont

CBR:

State: AZ Zip: 86015

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone:

Nature of Complaint:

***** WS-04235A-13-0331 *****

Customer sent the following -

The proposed water/sewer rate increase by Utility Source, LLC is unrealistic. In 2007 The ACC granted Utility Source, LLC a 111% increase in water/sewer rates. Now they are asking for a 98% increase in our water rates and another 250.3% increase in our sewer rates. No Bellemont resident has had employer merit increases of 100% in the past seven years. The average pay increases most of our residents have experienced in the last seven years is between 5% to 15%. The majority of our community are "blue collar" working families with small children. The rest are retirees and single people. If Utility Source, LLC is granted any increase over 5% our community will undoubtedly suffer undue financial hardship and force many residents to move. Many of my neighbors have put their homes up for sale for fear of being unable to afford the proposed unfair increases. Please help us by saying no to Utility Sources' unrealistic rates...

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117922

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117924

Date: 8/20/2014

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

Complaint By: **First:** Melissa **Last:** Barrick

Account Name: Melissa Barrick

Home:

Street:

Work:

City: Bellemont

CBR:

State: AZ **Zip:** 86015

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone:

Nature of Complaint:

***** WS-04235A-13-0331 *****

Customer sent the following -

If water prices rise my family will have our hard times become even harder. We are a family of 7 and with gas and food pricing rising and rising we are finding it harder and harder to make ends meet. To have more bill rise because of greedy business is extremely hard to bare.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117924

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117996

Date: 8/20/2014

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

First:

Last:

Complaint By: Stephanie Gerharter

Account Name: Stephanie Gerharter

Home:

Street:

Work:

City: Bellemont

CBR:

State: AZ Zip: 86015

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone:

Nature of Complaint:

***** WS-04235A-13-0331 *****

Customer sent the following -

I am writing in regards to the proposed water price increase for Bellemont, AZ residents. Utility sources' proposed increase is due to their lack of reasonable financial decisions. This burden should not be allowed to be passed on to the residents of this community. My husband and I moved to Bellemont from Flagstaff 2 1/2 years ago. We were looking for affordable housing in a nice neighborhood. We have put up with Utility Sources inconsistent billing and rate increases since the day we moved in. However, if the proposed rate increase is approved we will be forced to move back to Flagstaff where utility companies are stable. The owners of Utility Source have too much power in our small community and it is ruining this desirable location. I am speaking for our household when I say it is imperative that you do not let this increase be approved. There are already so many homes for sale in the neighborhood and if the water increase is approved our home will be on the market as well. Thank you. Stephanie Gerharter, Concerned Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117996

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117995

Date: 8/20/2014

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

Complaint By: First: Berenise Last: Short

Account Name: Berenise Short

Home:

Street:

Work:

City: Bellemont

CBR:

State: AZ Zip: 86015

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone:

Nature of Complaint:

***** WS-04235A-13-0331 *****

Customer sent the following -

I am extremely disturbed and frustrated with the idea of our water rates going up again . We are already have the highest water rates in comparison to surrounding areas and to think that it can go even higher is horrible . This would destroy us financially and make it near impossible to make a decent living . These times are hard as it is already and it feels as if we're being taken advantage of . I know I'm not the only feeling this way because I've spoken to many neighbors and friends and there scarred of this situation as well. This would be horrible for our community which consist of many hard working families trying to provide and make an honest living , I for see people having to walk away from their homes and forced to move to other areas where they offer reasonable rates .like I said before and I'll say it again this is rediculous that this company if trying to take advantage of us as a community and get every cent they can .its not our fault that they don't know how to make business decisions and try to make us pay for their mistakes .

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117995

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
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Opinion No. 2014 - 117994

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 117993

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117992

Date: 8/20/2014

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

Complaint By: First: John Last: Williams

Account Name: John Williams Home:

Street: Work:

City: Bellemont CBR:

State: AZ Zip: 86015 is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry Contact Phone:

Nature of Complaint:

***** WS-04235A-13-0331 *****

Customer sent the following -

The request by Utility Source to increase Water and Sewerage rates on the community in Bellemont is completely unreasonable and onerous. As a home owner, I will be unable to absorb such drastic increases without undue hardship. Decisions made by the Utility in years past relating to the number of homes that were expected should have no impact on the rates charged today. Profits should not come before people, and reasonable rates should be required. There are no water rates in the immediate area that come close to what the Utility is suggesting. The utility has a track record of asking for completely ridiculous rate hikes, and the ACC correctly allowed a reasonable increase in response. Please use the same level headed approach as was done in 2007, and limit the increase to a small percentage.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117992

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117991

Date: 8/20/2014

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

Complaint By: **First:** Kami **Last:** Clark

Account Name: Kami Clark

Home:

Street: 263 W. 1675 N.

Work:

City: Flagstaff

CBR:

State: AZ **Zip:** 86003

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone:

Nature of Complaint:

***** WS-04235A-13-0331 *****

Customer sent the following -

The increases in water prices has been strenuous financially, to say the least. With what seems like unwarranted increases and faulty billing, the problems have been mounting. I can never know what to expect on my bill. I can use the same amount of water every month, and some months my bill goes up \$25-\$30, saying I used more water, when I know I didn't. I don't have grass because I can't afford to water it. We wash clothes, bathe and do dishes, drink it. All of that costs me over \$100 a month! Paying twice that would be the biggest problem because they are already abusing their priveleges as a water supplier. I don't think it is fair or ethical. No other utility company that I am aware of has ever increased their rates by 100% at a time. It will make selling the house hard and renting it. Living there is already expensive, this just creates a greater problem. PLEASE DO NOT allow the increase. It hurts so many small families in our community!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117991

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117990

Date: 8/20/2014

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

Complaint By: **First:** Wade **Last:** Patten

Account Name: Wade Patten

Home:

Street:

Work:

City: Bellemont

CBR:

State: AZ Zip: 86015

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone:

Nature of Complaint:

***** WS-04235A-13-0331 *****

Customer sent the following -

The proposed water rate increases should be denied. A severe rate increase as is proposed is beyond a reasonable amount. If infrastructure maintenance is required it should be shouldered by the water service provider. Not by the citizens of Bellemont. Most households in Bellemont are middle wage earners. To rapidly increase expenses will be devastating to some families that are barely making it now. Please consider denying the rate increase at the proposed levels. Thank you Wade Patten
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117990

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117989

Date: 8/20/2014

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

Complaint By: **Patrick Fagin**

Account Name: Patrick Fagin

Street:

City: Bellemont

State: AZ Zip: 86015

Home:

Work:

CBR:

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone:

Nature of Complaint:

***** WS-04235A-13-0331 *****

Customer sent the following -

As a resident of Bellemont for the last two years, I oppose the increase of Utility Source Utilities. Currently Bellemont residents pay much more than other communities around Flagstaff for water and had I originally known how much water costs in this area, I would have never considered moving to the neighborhood. My water bill is the most expensive utility I've been paying for while living in this area (more than gas to heat my house) and when I compare my bills to other friends who live outside of Bellemont, they are paying 25-35% less. The proposed price increase is outrageous and I will really consider other options on how to obtain my water if it goes through.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117989

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117988

Date: 8/20/2014

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

First:

Last:

Complaint By: Elissa

Gonzales-Olson

Account Name: Elissa Gonzales-Olson

Home:

Street:

Work:

City: Bellemont

CBR:

State: AZ **Zip:** 86015

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone: (480) 892-8756

Nature of Complaint:

***** WS-04235A-13-0331 *****

Customer sent the following -

To Whom it May Concern: I am writing this comment in opposition to the proposed water rate increase by Utility Source. If the rate increase passes, I'm fairly certain that our family will not be able to continue living in our home. An increase would cause a severe financial burden to our family. We live on a limited income and struggle enough as it is. In fact, I urge you to investigate this company's questionable business practices. These practices include letting a child read water meters and often over "estimating" water usage so that residents are billed at higher rates. We have had to contact the water company on an almost monthly basis to question our water bill. A majority of the time, our bill is estimated when it is not necessary (due to weather). Once somebody comes out to actually read our meter, we have found that the company consistently over estimates our usage. This is the case with many of my neighbors as well. A rate increase would be detrimental to the neighborhood. If the increase passes, many families will be forced to abandon their homes. Bellemont may not survive as a community. Please - I urge you to deny the rate increase request. Thank you for your consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117988

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 117987

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117986

Date: 8/20/2014

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

Complaint By: **First:** Kevin and Felicia **Last:** Siggard

Account Name: Kevin and Felicia Siggard

Home:

Street:

Work:

City: Bellemont

CBR: 928 600 0549

State: AZ **Zip:** 86015

is: Cellular

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone:

Nature of Complaint:

***** WS-04235A-13-0331 *****

Customer sent the following -

To whom it may concern: Please consider my request to NOT increase our water bills at the proposed rate. We are a young family with two beautiful (and messy) little girls - Evelyn is 2 years old and Kathleen is 3 months. I find myself doing countless loads of laundry and constantly bathing our babies. I already cringe at the price of every load and every bath, but it will be so much worse if these increases get approved. We have intentionally chosen rock landscaping and only a few plants in order to conserve water and keep our utility bills low. We have a small garden that we plant healthy fruits, vegetables and herbs in. I love how excited Evelyn gets when we harvest our lettuce or strawberries. I would hate to have to discontinue our garden because of the cost of water. We run a tight budget because my husband works while I have the opportunity to stay home and raise own children. We are trying to be responsible by staying out of debt and saving for our retirement and our children's education. An increase of such magnitude would mean that we'd have to lessen the amount we save. Please help us by keeping our utility bills reasonable. Thank you. Sincerely, Felicia Siggard

The water rates are already high for the region. We decided as a family to stop washing our cars using our hose, and instead get them washed in Flagstaff. We run a tight budget that includes: Mortgage, Retirement savings, College Savings, Food, etc. A price increase of this magnitude would most likely cause the following: 1. Stop gardening 2. Wash clothes and dishes less frequently 3. Shower less. It would be unfortunate to stop gardening with my family, but I would be unwilling to decrease my families personal hygiene and cleanliness. It would make us seriously consider moving out of Bellemont. I believe others in the area feel similarly from conversations I have had with neighbors. These water rate changes could lead to decreased property value and/or increased difficulty in finding potential home buyers for Bellemont. I only say this because we were considering a move to Anthem, AZ over the last year for a job. We ended up not pursuing the offer at this time, but may if water rates increase as announced we may reconsider moving. While we were house shopping in Anthem, we discovered a boundary divide in the community that had significantly different water rates (much like Bellemont would be from Flagstaff). This became a major consideration in the home/neighborhood selection process. That is why I stated

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

my opinion earlier: These water rate changes could lead to decreased property value and/or increased difficulty in finding potential home buyers for Bellemont.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117986

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117985

Date: 8/20/2014

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

Complaint By: First: Hillarie Last: Nickerson

Account Name: Hillarie Nickerson Home:

Street: Work:

City: Bellemont CBR:

State: AZ Zip: 86015 is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry Contact Phone:

Nature of Complaint:

***** WS-04235A-13-0331 *****

Customer sent the following -

Our family STRONGLY opposes the water rate increase proposed by Utility Source. The increase is absolutely unfair to every single homeowner and renter in this wonderful community. If the water rates actually increase that much we would literally not be able to afford to pay all our utilities with our current household budget. With both my husband and I working full time jobs, we still have every dollar spent paying bills. We should not have to worry about moving into Flagstaff because we cannot afford such an unreasonably high water bill. I worry that the entire neighborhood would have homes up for sale and be foreclosed on because no-one in their right mind would want to pay that much for a water bill. This could be disasterous for our great neighborhood. We should not be responsible for the homes not built by the developer who left the neighborhood unfinished. Please, please do not allow this increase proposed by Utility Source.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117985

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117984

Date: 8/20/2014

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

Complaint By: **First:** Linda **Last:** Middlebrough

Account Name: Linda Middlebrough **Home:**

Street: **Work:**

City: Bellemont **CBR:**

State: AZ **Zip:** 86015 **is:**

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry **Contact Phone:**

Nature of Complaint:

***** WS-04235A-13-0331 *****

Customer sent the following -

Of course we all would endure ongoing hardship having to use less water for household chores, and every day living. readjusting household budgets to the extreme and cutting back other essential necessities. However our biggest sacrifice would be the extensive landscaping which we have spent years perfecting, as well as investing many thousands of dollars. Our lovely home is our investment, which includes the well manicured grounds. All of which require a great deal of water to maintain. Should the water increase be allowed then our landscaping maintainance would cease, which would possibe push us out of the neighborhood. Please keep Bellemont financially reasonable as well as beautiful. Thank you

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117984

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117983

Date: 8/20/2014

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

First:

Last:

Complaint By: Brian and Karissa Wade

Account Name: Brian and Karissa Wade

Home:

Street:

Work:

City: Bellemont

CBR:

State: AZ Zip: 86015

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone:

Nature of Complaint:

***** WS-04235A-13-0331 *****

Customer sent the following -

In regard to the proposed rate increase by Utility Source, my family moved to Bellemont in 2009 and love this community but the proposed rate increase could drive us out. Our family practices water conservation - don't shower every day, our lawn is xeroscaped, and our washer and dishwasher are energy and water efficient. We do our part to keep our water bill as low as possible so we can afford to live in this community. It's not fair for Utility Source to make all our hard work for naught. Our community still has not fully recovered from the recession and increasing the water rates proposed by Utility Source will make buyers look elsewhere for housing, thus keeping home prices low. Our water bill is already significantly more than the residents of Flagstaff pay(10 miles away). We have 2 kids and are helping our pregnant daughter and her fiancee get on their feet and make a life here - we have a house full and it's a struggle. Any rate increase, especially one as ludicrously large as Utility Source is proposing will make our lives impossible. Please, for the sake of our community and our family, DO NOT allow Utility Source to raise our water rates. Thank you for your time and consideration, Brian and Karissa Wade

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/20/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 117983

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 8/20/2014

Opinion No. 2014 - 117995

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118082

Date: 8/21/2014

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

Complaint By: First: Gary & Martha Last: Anderson

Account Name: Jennifer Magoffin Home:

Street: Work:

City: Bellemont CBR:

State: AZ Zip: 86015 is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry Contact Phone: /

Nature of Complaint:

WS 04235A 13 0331 opposed rates

Name: Jennifer Magoffin

Date: 08/18/2014

Address:

Phone:

CityStateZip: Bellemont, arizona 86015

Cell:

Docket:

DocketNo: WS-04235A-13-0331

Utility: Utility Source

Position: Con

Email:

Comments: To whom it may concern. I am writing you to please deny Utility Source the increase that they are requesting. The increase is totally unfair and ridiculous. My family lives on a strict budget and the increase that is being proposed would seriously impact my family! I already have anxiety about watering plants, trying to keep our yard green or even just giving our daughter a bath because our water is already high!!! I really don't know what kind of life it would be if we could no longer have green grass for our daughter to play in or flowers just because it's no longer affordable. One thing my daughter really wanted this summer was a pool but there was no way we could get her one because of the water bill already!!! Our house values will go down because the neighborhood will pretty much look like crap. I already personally know of two families that have moved from the neighborhood because of this ridiculousness. The company is totally unprofessional when trying to get answers even if we just request information about our account. It seems like they are totally unorganized and poorly managed and they believe that by raising the water bills will make up for years of poor management- like it's our fault. Several conversations with some family members and employees over a group conversation of the rate hike were totally inappropriate and seemed like they were threatening the community (I have copies of all conversations if needed to prove how unprofessional they are). Thank You for taking time to consider our neighborhood request to deny Utility Source the rate hike that is requested. Jennifer Magoffin

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: "

Fax: "

Priority: Respond Within Five Days

Opinion No. 2014 - 118083

Date: 8/21/2014

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

Complaint By: First: Last:
Billy **Betony**

Account Name: Billy Betony

Home:

Street:

Work:

City: Bellemont

CBR:

State: AZ Zip: 86015

is:

Utility Company. **Utility Source LLC**

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone:

Nature of Complaint:

WS 04235A 13 0331 opposed rates

Name: Billy Betoney

Date: 18 AUG 14

Address:

Phone:

CityStateZip: Bellemont, AZ 86015

Cell:

Docket: BELLEMONT WATER RATE INCREASE

DocketNo: WS-04235A-13-0331

Utility: UTILITY SOURCE

Position: Con

Email:!

Comments: Good afternoon Arizona Corporation Commission. I am a concerned citizen of the Bellmeont Community regarding the water rate increase. I was laid off from my position in June of 2008, and it has been difficult acquiring a new paid position. My wife has been struggling making us a living here. I have done what I can to make it easier on my wife without allowing our children to know our daily stress of living here. This is a beautiful community and we do not want to leave. On the great side, I just became employed and I do see and feel relief for my spouse as she has carried us since 2008. We have done our best to being frugal with our money, just barely making ends meet, even with my new position. We are buried in back payments, and keeping a roof over our heads and the family fed. With a water rate increase of 200% plus, that will bury our family again and added stress will return. I understand Utility Source has to make a profit to survive as well. If their increase was not as significant as mentioned, MAYBE, that will be best. If we can come to an agreement on an increase, that will be better! Please see both sides and come to a conclusion that suits both parties. I want to thank you for your time and consideration. Sincerely, Billy Betoney

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118083

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118085

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

docketed
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118071

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118073

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

day lives. We would very much appreciate your consideration of all the above issues in regard to the proposed water rate increase. Thank you, Mariah and Ashton Bedford

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118084

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

docketed
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118016

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118069

Date: 8/21/2014

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

Complaint By: First: James Last: Brown

Account Name: James and Rosanne Brown

Home:

Street:

Work:

City: Belmont

CBR:

State: AZ Zip: 86015

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone:

Nature of Complaint:

WS 04235A 13 0331 opposed rates

Name: James and Rosanne Brown

Date: Aug. 19, 2014

Address:

Phone:

CityStateZip: Belmont AZ 86015

Cell:

Docket: Utility Source, LLC

DocketNo: WS-04235A-13-0331

Utility: Utility Source, LLC

Position: Con

Email: j

Comments: My husband and I are on a fixed income. Any increase would be a hardship to us. Our yearly increase in Social Security is not keeping pace with the increase of inflation. It is our judgment that any allowance should not exceed the percent amount the government allocates to Social Security yearly increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/21/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118069

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118079

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118081

Date: 8/21/2014

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

First:

Last:

Complaint By: Gary & Martha Anderson

Account Name: Gary & Martha Anderson

Home:

Street:

Work:

City: Bellemont

CBR:

State: AZ Zip: 86015

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone:

Nature of Complaint:

WS 04235A 13 0331 opposed rates

Name: Gary @ Martha Anderson

Date: 8-19-14

Address:

Phone:

CityStateZip: Bellemont, AZ 86015

Cell:

Docket: Bellemont water rate

DocketNo: WS-04235A-13-0331

Utility: Utility Source

Email:

Comments: The increased rate asked for is going to cause a hardship for us. As I am retired and on a fixed income and my wife who works for the county has not seen a raise in five years.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118081

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118077

Date: 8/21/2014

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

Complaint By: **First:** Brian **Last:** Pickup

Account Name: Brian Pickup

Home:

Street:

Work:

City: Bellemont

CBR:

State: AZ **Zip:** 86015

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone:

Nature of Complaint:

WS 04235A 13 0331 opposed rates

Name: Brian Pickup

Date: 8/18/2014

Address:

Phone:

CityStateZip: Bellemont

Cell:

Docket: Utility Source Water Rate Increase

DocketNo: WS-04235A-13-0331

Utility: Utility Source

Position: Con

Email:

Comments: I am writing in response to the proposed price increase of water and sewage rates from Utility Source for Bellemont, AZ. I am a 4 year resident of Bellemont and have been very appreciative of the quality of water and service from Utility Source. In the past 4 years, my family has had no issues whatsoever with Utility Source. However, I am appalled by the proposed price increase and the absurd reasoning behind it; namely that Utility Source is seeking for drastic improvements to their profit as well as payback for the years that the company was in the red. It is not the fault of Bellemont residents that Utility Source proposed prices based on construction of a 3rd phase of Bellemont that was held up by the county. That was part of the risk they took in the proposed water prices in the first place. Please do not make us pay for their business risks. If the water rates increase as stated in docket WS-04235A-13-0331, my family will not be able to afford to live in Bellemont. As a middle class family of 5, we strive daily to be conservative water consumers and waste as little as possible in order to afford water at the current rates. I have read Utility Source's predicament on how they view the current rates as insufficient. I understand that they want to make more money. But this does not warrant action into taking 2 or 3 or 4 times the amount of money from residents. If these rates pass, I will not have financial ability to pay over \$100 (let alone \$200 or \$300 or \$400) for my monthly water and sewage (current consumption is around 6000 gallons monthly). I feel like Utility Source is trying to take advantage of the families that already live in Bellemont, which I think is

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

unfair and unethical. Please do not allow Utility Source to force their way into what is practically already a monopoly on the water availability in Bellemont. We love the beautiful surroundings and quiet, peaceful neighborhood in Bellemont. Please do not let Utility Source ruin it by taking advantage of us!

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118077

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2014 - 118076

Date: 8/21/2014

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

Complaint By: **First:** Lindsay **Last:** Daley

Account Name: Lindsay Daley

Home: (_____)

Street: _____

Work: _____

City: Bellemont

CBR: _____

State: AZ Zip: 86015

is: _____

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone: _____

Nature of Complaint:

WS 04235A 13 0331 opposed rates

Name:Lindsay Daley

Date:8/18/14

Address:

Phone:

CityStateZip:Bellemont, AZ 86015

Cell:

Docket:Utility Source, LLC proposed rate increase

DocketNo:WS-04235A-13-0331

Utility:Utility Source

Position:Con

Email:!

Comments:Dear Arizona Corporation Commissioners, I am writing regarding Utility Source's application for a rate increase. First, I would like to state that I am an original owner of my townhome in Flagstaff Meadows. I purchased my home in April of 2005 from the developer. I feel this is an important point, because when my husband and I made the decision to purchase we looked at purchasing in the County versus the City of Flagstaff. We loved what the little County subdivision had to offer. We were also aware of the hidden costs that come from living in our County subdivision, longer commute to work and more money for gas. Two of the issues we were most concerned about when it came to buying outside the City of Flagstaff was water for use and flooding. When we talked to sales representatives for the developer and asked them if this area is in a floodplain and if it would require flood insurance we were told no (pro). When we asked about water, the cost of the water and supply of water, we were told that the water rate was the same as the City of Flagstaff's water rate (a real pro) and that water was guaranteed for 100 years. This was definitely a selling point that the sales associates were bragging about. Not too far from our community, west of us about 10 miles, is the community Parks. Many people in Parks and the outlying areas of Williams haul their water and many times have to haul from Flagstaff due to the drought seasons they have experienced, which have left their standpipes dry. So to have a nice new subdivision with plenty of water from deep wells and at the same rate as the City of Flagstaff was great. In 2007, once phase I, II

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

and the townhomes were complete and bought, Utility Source applied for a water and sewer rate increase. They were seeking an increase that would triple the water/sewer bill for the average homeowner. It immediately felt like this was their intent all along. no one would have bought homes here if the rate was at their 2007 requested amount to the Corporation Commission (a bait and switch scenario). The owners of Greenfield Land Development, which is the developer, are also the owners of Utility Source which supply our water and sewer service. At the same time, there were also plans to have another phase as part of the subdivision, phase III; which is why they had Deep Well #4, to be able to supply water for those "future residents." We, the existing customers were obviously being tapped to pay for that needed infrastructure/investment. Luckily the Corporation Commission acknowledged that Utility Source had been charging artificially low utility rates and that their poor advance planning should not fall on the customer. The water and sewer rate was increased but not at the ridiculous amount that Utility Source was requesting. Over the years I have watched neighbors come and go and have watched as the townhomes on both sides of ours went through foreclosures and have watched as banks sold them for half the amount we paid for ours. We have often wondered why we didn't just take an easy way out and walk away from our home. It's not that we couldn't afford the mortgage but that it likely would not be worth what we paid for it again. I like to think my husband and I are smart, fiscally responsible citizens. We both earned graduate degrees from NAU and have good full-time government jobs. When times started to get tough with making ends meet and extra costs that came with having two kids, my husband got a second job, working part time in addition to his full time job. He has worked two jobs for several years now. My neighbors right next door, with a child, have been renting one of their rooms out. The neighbor on the other side of me is also looking for someone to rent out a room. This is a community that is already financially strapped and trying to make ends meet. The proposal to increase the water rate from \$4.80 for 0-4000 (per 1000 gal) to \$8.25 is nearly doubling the rate and then to double the base water flat fee from \$18.50 to \$41.07? Then they go in for the kill of creating a base water flat fee starting out at \$79.50. Everyone in our community would be paying a minimum of \$100 a month just for the option of using water- that's before they decide to use any. The proposed rate increase would increase my water bill by \$125 more a month than what I currently pay. The City of Flagstaff's current water rate for 0-3700 gallons is \$3.58 inside the City and \$3.94 outside the City. The sewer rate is \$3.80 inside the City and \$4.18 outside the City. Utility Source's proposed water rate is more than double that of the City of Flagstaff's. Kachina Utilities services County residents a few miles south of the City of Flagstaff. Their water rate for 1-3000 (per 1,000 gallons) is \$1.56 and for 3001-6,000 is \$2.68. Wastewater usage is for 1-3,000 (per 1,000 gallons used of water) is \$3.34 and for 3001-6,000 is \$6.23. This is quite a difference and concerning that Utility Source is requesting such an increase. What I have observed over the years is that people are quick to walk away from their financial commitments, their mortgage, if they feel it is not worth it. I feel that this is once again what I will see, or experience myself, if the rate increase is honored. I am opposed to Utility Source's request for a rate increase. I have a hard time trusting that Utility Source is doing everything they possibly can to keep their costs down, such as looking into energy saving practices. Unfortunately, for Utility Source, they made an investment in drilling wells to service another phase which has been approved by the County but not yet constructed, first due to bankruptcy and now due to the fact that the new property owner has decided to hold off on developing and instead is suing the County to call a bond so that they can get the infrastructure paid for and I assume make a larger profit. Utility Source's investment in infrastructure for "future residents" that have not come should not be left up to us to pay for. Utility Source has recently constructed a standpipe in our neighborhood, next to the truck stop, which will be opening soon. This will be open to the public as well as commercial haulers. I believe this will bring in the much needed revenue that they say they need. Many of the communities around us (Parks and areas outside the City of Williams) haul their water and the standpipe in Parks goes dry several times a year. This means many of those residents and commercial haulers that service those residents are hauling water from Flagstaff. This new standpipe in Bellemont will make their haul shorter and likely cheaper. Due to the timing of this, I can't help but think that Utility Source's request for a rate increase is for us to pay for this new infrastructure/investment of the standpipe, which we will not be using. Are these potential customers being included in their numbers to justify an increase? Likely not if it is not open, yet will be opening soon. I strongly encourage you to oppose Utility Source's request for this rate increase and keep it a community that is worth living in. Respectfully, Lindsay Daley

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

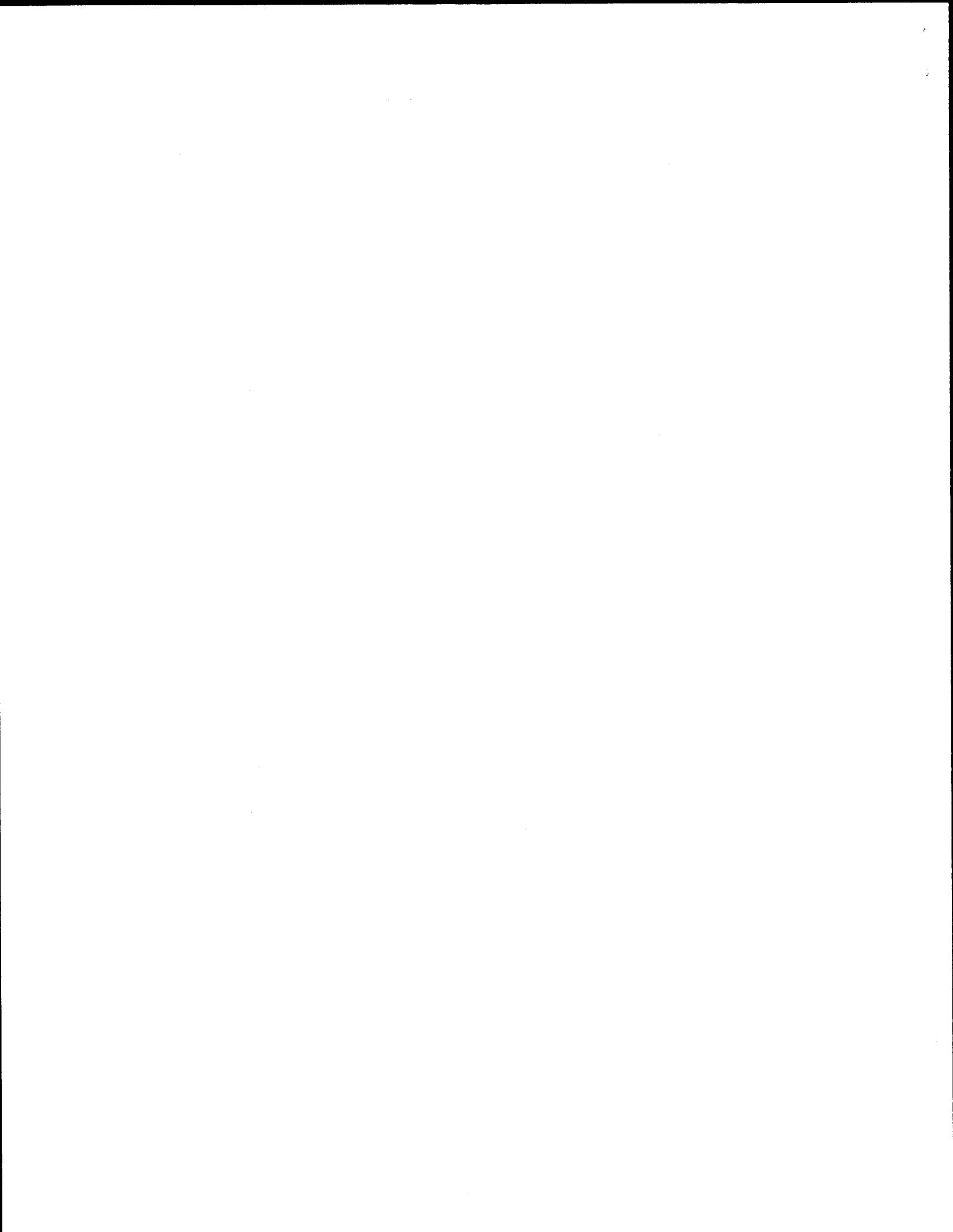
Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118076



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118086

Date: 8/21/2014

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

Complaint By: **Denise Hauer**

Account Name: Denise Hauer

Home:

Street:

Work:

City: Bellemont

CBR:

State: AZ Zip: 86015

is:

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone:

Nature of Complaint:

WS 04235A 13 0331 opposed rates

Name: Denise Hauer

Date: 8/18/14

Address:

Phone:

CityStateZip: Bellemont, AZ 86015

Cell:

Docket: WS-04235A-13-0331

DocketNo: WS-04235A-13-033

Utility: Utility Source LLC (water)

Position: Con

Email:

Comments: If our water bill increase it would pose a hardship on our family. We feel it is important to have our sons in active sports for one. We would be unable to afford anything extra if our bills increased such as sports. As it is, we do not have cable, don't take vacations and have a pile of medical bills to pay after our youngest son passed away (another reason sports for my other 2 sons is extremely important). As much as we love living in Bellemont, if this increase passes we may be forced to consider relocating.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/21/2014

Opinion No. 2014 - 118086

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

docketed
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118087

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2014 - 118088

Date: 8/21/2014

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

First:

Last:

Complaint By: n/a

JEREMY

Account Name: _____

Home: _____

Street: _____

Work: _____

City: Bellemont

CBR: _____

State: AZ Zip: 86015

is: _____

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone: _____

Nature of Complaint:

WS 04235A 13 0331 opposed rates

Name: JEREMY

Date: 08/18/2014

Address: _____

Phone: _____

CityStateZip: BELLEMONT AZ 86015

Cell: _____

Docket: WS-04235A-13-0331

DocketNo: _____

Utility: UTILITY SOURCE

Email: _____

Comments: The proposed rates by Utility Source in Bellemont AZ are extra-ordinarily high. This development broke ground well over 10 years ago, during a period of extreme drought. Even then, developers promoted sales of homes in our community with a 100 year water guarantee. While this certainly does not guarantee utility rates, it implies an adequate water supply that should be priced in line with other northern Arizona community utility companies and wells. Why then are the rates proposed by Utility Source three to four times higher than other community wells in Northern Arizona. Please compare Utility sources proposed rates to others such as Doney Park Water, Kachina Village Utilities/Improvement, Mountaineer Water or the Arizona Water Co for Munds Park. Because of the disparity between the rates proposed by Utility Source versus those of other similar northern Arizona bedroom community utilities, I am concerned the proposed rates do not directly correlate with either scarcity of our resource or the need for improvement, regulation, and maintenance on the systems that provide our water. Are we being asked to make up for a lack of customer volume with higher rates because additional phases in the Flagstaff Meadows development never came to fruition? What has changed since Utility Source's last rate proposal in 2007? In a 2007 Arizona Daily Sun article, Utility Source stated they had not calculated their rates to account for the expense of regulation required by the Corporation Commission. Have expenses related to regulation increased by over a million dollars a year since 2007? Like most families, we chose to live in Bellemont because it is slightly more affordable than housing in Flagstaff. We expect water here to be more

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

expensive that a city run utility serving over 60,000 people. But the estimates I've seen as they relate to proposed rates look to charge over \$100 a month before a gallon of water is consumed. As a family that watches their water use carefully, (average of 4,000-4,500 gallons per month over a year), if my current rate even triples our water bill will be between \$350 and \$400 per month. I can buy untreated well water in Bellemont for less than half a cent per gallon. This rate proposal falls somewhere between .08 and .10 cents per gallon. I urge the corporation commission compare the proposed rates in context with other community well utility companies in northern Arizona. I also urge the commission to consider the difficulty many middle class families will face if their water bill is equal to 25-35% of the typical mortgage. Not only will month to month household budgets become difficult to manage, but the long term impact on home values and equity very well may create a financial hardship that many will not be able to over-come. Thank you for your review, Jeremy Alexander

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118088

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2014 - 118089

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118090

Date: 8/21/2014

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

Complaint By: First: Last:
jared hansen

Account Name: Jared and Jesse Hansen

Home:

Street:

Work:

City: Bellemont

CBR:

State: AZ Zip: 86015

is:

Utility Company: **Utility Source LLC**

Division: Water/Sewer

Contact Name: Mary Ann Parry

Contact Phone:

Nature of Complaint:

WS 04235A 13 0331 opposed rates

Name: Jared and Jesse Hansen

Date: 08/18/2014

Address:

Phone:!

CityStateZip: Bellemont, Arizona 86015

Cell:!

Docket:

DocketNo: WS-04235A-13-0331

Utility: Utility Source

Position: Con

Email:

Comments: It would be a great hardship on our family if our water bill were to increase by 250%, as proposed by Utility Source for the city of Bellemont in which we live, because the rates for our water bill through this company are already very high. We were fortunate enough to purchase our home at 4371 N Alpine in Bellemont on short sale, which was the only reason we were able to afford living in this neighborhood. The cost of living in Flagstaff and its greater area, like Bellemont, are already very high compared to the income for the general population. We are now currently unemployed due to Jared's current medical condition from his prior active duty service in the United States Marine Corps. He will be attending the Fall 2014 Semester at Northern Arizona University and we have been doing everything we can to lower our monthly bills just to make it by. It would be even harder to make ends meet if our water bill were to increase, considering we have already been trying water conservation methods in our daily lives, like washing dishes by hand, using less water to flush toilets, taking shorter showers, and not watering our lawn or using any excess water that is not essential to daily life. With trying to support a family of four, on a meager income. It would be a great struggle to stay afloat financially. Thank you for the opportunity to express our concerns on this matter.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118090

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/5/2014

Opinion No. 2014 - 117417
