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ARIZONA CORPORATION COMMISSION

ORIGINAL

September 12, 2014

Arizona Corporation Commission

DOCKETED

To: Docket Control

SEP 12 2014

RE: Dragoon Water Company
Docket No. W-01917A-14-0313

DOCKETED BY	
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Please docket the attached ___5___ customer comments OPPOSED to the rate increase for water service.

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

Filed by: Utilities Division – Consumer Services

RECEIVED
AZ CORP COM
DOCKET CONTROL
2014 SEP 12 PM 10:23

W-01917A-14-0313

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118429

Date: 9/8/2014

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

Complaint By: First: Stephen Last: Lyons

Account Name: Stephen Lyons

Home: (520) 555-1111

Street:

Work:

City: Dragoon

CBR:

State: AZ Zip: 85609

is:

Utility Company: Dragoon Water Co.

Division: Water

Contact Name:

Contact Phor

Nature of Complaint:

****DOCKET NO. W-01917A-14-0313**OPPOSE

September 3, 2014

Arizona Corporation Commission
Utilities Division
400 West Congress, Suite 218
Tucson, AZ 85701-1347

Sirs:

I have reviewed the notice recently sent out by the Dragoon Water Company regarding their application to raise rates. What stands out as objectionable (besides the sheer magnitude of the increase) is the failure to differentiate between residential and commercial customers.

I have neighbors who subsist on extremely marginal incomes, which means the blanket adjustments upwards is both regressive and likely to create undue hardships. A more nuanced approach to enhancing revenues would seem to be in order.

Respectfully,
Stephen Lyons

Dragoon, AZ 85609-0463

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2014 SEP 12 09 10
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R. J. ...

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118429

W-01917A-14-0313

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: .

Fax: . , . . .

Priority: Respond Within Five Days

Opinion No. 2014 - 118428

Date: 9/8/2014

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

First:

Last:

Complaint By: Oscar B.

Butler

Account Name: Oscar B. Butler

Home: (

Street:

Work:

City: Dragoon

CBR:

State: AZ Zip: 85609

is:

Utility Company: Dragoon Water Co.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

****DOCKET NO. W-01917A-14-0313**OPPOSE

Dragoon, AZ
9-3-14

Dear Comm: I am writing in regard of Dragoon Water Co. asking for a raise in water rates. People in Dragoon are mostly people on a fixed income as I am. How about giving people a break for change & cut water rates by 1/3 & that a way maybe they will notice us.

Thank You Very Much
Sincerely Yours
Oscar B. Butler

Dragoon, AZ 85609
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118428

W-01917A-14-0313

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: (520) 492-1000

Fax: (520) 492-1000

Priority: Respond Within Five Days

Opinion No. 2014 - 118475

Date: 9/8/2014

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

Complaint By: First: Elliott Last: Hendricks

Account Name: Elliott Hendricks Home:

Street: Work:

City: Dragoon CBR:

State: AZ Zip: 85609 is:

Utility Company: Dragoon Water Co.

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

DOCKET NO. W-01917A-14-0313**OPPOSE

September 5, 2014

Arizona Corporation Commission
Utilities Division
400 W Congress Ste 218
Tucson 85701-1347

Dear Ladies and Gentlemen,

I am a customer of Dragoon Water Company writing on the occasion of proposed rate increases now before the Commission.

First let me say that we appreciate the dependable and quality service the Company provides the residents of Dragoon.

That the Company is entitled to a fair return on investment is undeniable but the magnitude of the proposed increase of rate should be justified.

The purpose of this letter is to request a rate hearing or at least a response to several question of policy.

I have long been under the impression that we pay some of the highest rates for water in the state. The Commission would have a better perspective and could perhaps share that with us. The notification letter mentions an operating loss for an unidentified Test Year. Perhaps this had something to do with replacing a pump last year. A review of net revenues over five years would clarify the financial health of the Company. It is in the interests of everyone that the Company returns an adequate return. We hope that the Commission balances the needs of the Company and customers and provides us with enough information to assure us that

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

rate increases are justified.

At the 2002 hearing in Dragoon, which I attended, it was revealed that a significant amount of water was lost in leakage. To the extent this has been corrected in succeeding years we do not know. We would like to see some discussion of this.

We have long standing concerns about the viability of service in the face of increasing demands on the supply. We have seen water used for industrial projects. There is proposed construction work on I-10. An in situ copper project is proposed nearby.

Is there any restraint on the ability of the Company to sell water to industrial customers? Is there a trend toward depleting the available water or is there adequate recharge?

We would welcome a discussion of the nature of the resource we depend upon. Is there an aquifer being mined or an underground flow tapped principally in Dragoon?

Again, I request a rate hearing in Dragoon to address these issues. The Women's Club on Johnson Road is an ideal venue.

Respectfully thanking you in advance for your consideration of these issues.

Sincerely,

Elliott Hendricks

Dragoon 85609

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118475

W-01917A-14-0313

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Pho

Fax:

Priority: Respond Within Five Days

Inquiry

No. 2014 - 118496

Date: 9/9/2014

Complaint Description:

08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Donald

Jennsen

Account Name:

Donald Jennsen

Home: (---, ---)

Street:

Work:

City:

Draagoon

CBR:

State:

AZ Zip: 85609

is:

Utility Company:

Draagoon Water Co.

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. W-01917A-14-0313 OPPOSE

9-5-2014

Dear Commissioners:

The Draagoon Water Co customers are fixed income and "many" Disabled who are not able to pay the proposed min monthly chg. Much less extra gallon usage. This proposed raise will put an unbearable burden on many customers. The losses mentioned are normal for any business, but cannot be passed on as with any business. The profits sustained outweigh any justification of the outrageous request, also there should be an independent audit of the water Co books before any consideration of a raise in rate.

The price paid for the water co and repairs to date show a high degree of profits compared to other of the same size. Many of the elderly are already stressed over this possible increase and some are looking at joining to another neighbor off of 1 meter to afford water.

Cochise Co has the highest poverty rate in Az. Also the only county to have lost population in the US in 2013. Draagoon is a suppressed area and the proposed increase will prove a Hardship on many of its Families. Mine included.

Thank you

Donald Jennson

Draagoon, AZ

(In the event of any increase the customers should have a 30 day notice to prepare for economic charge)

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 9/9/2014

Inquiry No. 2014 - 118496

W-01917A-14-0313

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118426

Date: 9/8/2014

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

Complaint By: First: Richard Last: Healy

Account Name: Richard Healy

Home:

Street:

Work:

City: Dragoon

CBR:

State: AZ Zip: 85609

is:

Utility Company: Dragoon Water Co.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO. W-01917A-14-0313**OPPOSE

Sept. 03, 2014

Az Corporation Commission:

Please be hereby advised that as a customer of Dragoon Water Company I reject the rate hike as reasonable and if I knew what the executives of this utility are receiving I could argue unnecessary. Please stop squeezing customers of our money and reduce the amount executives are compensated.

Thank you

Richard Healy

Dragoon, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118426