

W-20541A-15-0119



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 122051

Date: 4/22/2015

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

RECEIVED
2015 APR 22 P 3 48
AZ CORP COM
DOCKET COMM

Complaint By: First: **Wes** Last: **Smith**

Account Name: Wes Smith

Street:

Work:

City: Phoenix

State: AZ Zip: 85000

is: E-Mail

Utility Company: Cedar Grove Water, Inc.

Division: Water

Contact Name:

Contact Phone:

ORIGINAL

Nature of Complaint:

Docket No. W-20541A-15-0119

I would like to comment regarding the rate increase requested by Cedar Grove Water. I am a customer of this company.

Any rate increase of 54.4%, is on the face, a ridiculous request, that if necessary to maintain this company's business, is indicative of gross negligence by the management. What company would ever propose such an increase to it's customers and expect to stay in business except a monopoly of an essential product.

The loss indicated by this company for only one year, with no accompanying documentation to justify a permanent, outrageous increase in revenues is insulting. If this is a negotiation tactic, to ask for the absurd, and settle for a less but still unjustified increase, I hope the Corporation Commission will not be duped.

Monopolies have as much responsibility to manage effectively as does any other business. Many companies over the past few years have experienced challenges to survival. Raising the price of their product by 54.4% ,would have guaranteed not their survival, but their dissolution. Periodic, reasonable increases in prices can be justified. There is absolutely nothing about this increase that is reasonable. Effective management was the solution for private businesses and should be no different for this company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/22

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Arizona Corporation Commission
DOCKETED

APR 22 2015

DOCKETED BY

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