

W-02060A-15-0224



0000163667

ORIGINAL ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2015 - 123274

Date: 7/13/2015

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

Complaint By: First: Ronald L. Last: Amos

Account Name: Ronald L. Amos

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sierra Vista

CBR:

State: AZ Zip: 85650

is:

Utility Company: Southland Utilities Company, Inc.

Division: Water

Contact Name: !

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****

Ronald L. Amos

Sierra Vista, AZ 85650

Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007
Attn: Consumer Services Section

Arizona Corporation Commission
DOCKETED
JUL 15 2015
DOCKETED BY *MLB*

2015 JUL 15 AM 10 15
AZ CORP COMMISSION
DOCKET CONTROL
RECEIVED

Dear Consumer Services,

I am writing this letter at the invitation of Southland Utilities Company, Inc. ("Company") to contact you in reference to the "company's" rate increase application, with my customer input for your analysis.

First let me say, I am opposed to any rate hike by the "company." Their letter to me included some very confusing figures regarding the company's unaudited Test Year results, the company's request for a revenue increase of \$40,000 or 12.01% of total revenues. What in the world does this mean? Inflation is nowhere near 12.01%, so how is this rate hike justified?

Some time ago, the company imposed a \$13.39 per month tax on the bill to pay for system improvements, upgrades and expansion projects. Is this not enough to cover their alleged need to increase rates?

The company's service is questionable in my opinion. Specifically, the water pressure fluctuates considerably, typically being very low, which can sometimes be very annoying. The water from the tap is so heavily chlorinated, it is undrinkable, in my opinion. Indeed, it is so strong, it burns our eyes in the shower. I understand

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

the need for disinfecting the water, but isn't there another method which would render the water safe but less irritating? Also, my water meter measures water flow in gallons, printed right on the meter face, not by cubic feet, as shown in the company's website illustration of a meter showing cubic feet, and instructions on how to read the meter. What's up with that discrepancy?

So there is my input. Please do not grant the rate increase requested by the company. Sincerely,

Ronald L. Amos
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/15 Opinion noted and filed in Docket No. W-02062A-15-0224. closed
End of Comments

Date Completed: 7/14/2015

Opinion No. 2015 - 123274
