

W-02181A-15-0216

Arizona Corporation Commis



Utilities Complaint Form

Investigator: Jenny Gomez

Phone: <<< REDACTED >>>

Completion Date: 7/30/2015 3:48 PM

Priority: Please respond within 5 business days

Opinion Number: 2015 - 123593

Opinion Codes:

Opinion Date: 7/30/2015 3:02 PM

Rate Case Items - Opposed

First Name: Robert

Last Name: Lane

Account Name: Robert Lane

Street Address: <<< REDACTED >>>

City: Sedona

State: AZ

Zip Code: 86351

<<< REDACTED >>>

<<< REDACTED >>>

ORIGINAL

Company: Pine Valley Water Company

Division: Water

Lance Wischmeier

<<< REDACTED >>>

<<< REDACTED >>>

Nature Of Opinion:

Docket Number: W-02181A-15-0216

Docket Position: Against

Here are the reasons I do not agree to the proposed increase in water rates: 1. The "loss" sustained in the documents presented by Pine Valley Water Company is effected by water users being "paid back" for upfront payments to fix the arsenic non-compliance issue. If the water was dangerous to the customers, it is the sole responsibility of the water company to rectify the problem and provide a safe product. If they were able to receive donations, that's great, but in no way should any customers be penalized for a 10 year old issue that was neglected by the water company until recently. 2. Low usage customers are being penalized for conserving water. Adversely, high usage customers are getting incentives. totally backwards. 3. The rate increase is unreasonable because sufficient reserves should be maintained by the water company to handle seasonal fluctuation. Rate increases are sometimes necessary but you have to be fair.. the proposal is not.

Notes:

Date:

User:

Submitted By:

Note Type:

7/30/2015

Jenny Gomez

Telephone

Investigation

Noted and filed for the record in Docket Control.

Arizona Corporation Commission

DOCKETED

JUL 31 2015

DOCKETED BY [Signature]

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