

WS-04235A-13-0331

Teresa Tenbrink

From: Hansen Fam <jhansen905@gmail.com>
Sent: Tuesday, September 08, 2015 7:32 AM
To: Forese-Web; Little-Web; Stump-Web; BitterSmith-Web; RBurns-Web
Subject: Utility Source LLC



To Whom It May Concern,

Good Morning, my name is Jared Hansen, I have a Wife and two children and live in the Bellemont community. This email is regarding the current rate increase with Utility Source. There are several concerns that I have since I have read the documents submitted to the public. Unfortunately, not long ago I had a job as a Law Enforcement Officer but had to resign due to a job related injury. This injury was inter-related to my serving in the Armed Forces in the Marine Corps Infantry. Due to serving, this has complicated my life in unforeseen ways that I could have never possibly imagined.

So to break all of this information down, I am a veteran with no job, and a student living on a very tight fixed income. I would have to find a new way to take what little I already don't have and learn to live with even less. We already try to do things to conserve water consumption in our home like taking short showers, washing dishes by hand, and not using the outside water sources at all. We feel we are not able to have a garden due to the already high price in our water bill, let alone a yard of grass.

If the rate increase were to go through, it would mean the end of my time at Bellemont and possible foreclosure for me, since it would probably become hard to sell our house due to the high water/sewage rates. I do not drive brand new vehicles or have ATV's, or even have the nicest house in Bellemont. However, this community has become a new home for me and if the utilities were to increase to the point where it would consume as much as 4-5% of my monthly income I know that leaving would be my best option. I know many others in this neighborhood who feel the same way and have suggested that many would be forced to leave, making Bellemont a ghost town. We do not want to be forced out of this neighborhood that we have come to love because of one simple thing.

Thank you for your time and consideration in this matter.

Respectfully,

Jared and Jesse Hansen
4371 N. Alpine Dr.
Bellemont, AZ 86015

Arizona Corporation Commission
DOCKETED
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AZ CORP COMMISSION
DOCKET CONTROL

Teresa Tenbrink

From: Christy Maycumber <kncmaycumber@gmail.com>
Sent: Monday, September 07, 2015 1:11 PM
To: RBurns-Web; Stump-Web; BitterSmith-Web; Little-Web; Forese-Web
Subject: Utility Source LLC

To whom it may concern,

My family and I currently live in Bellemont, AZ and have for the past 7 years. We love the family friendly community and would like to continue to be here, but with the upcoming decision on increasing our water prices it may not be possible. In the summer months our water bill is around \$120.00 with the upcoming increase it would be \$240.00. I urge you to reconsider such a high increase. I understand an increase may be needed, but with the upcoming addition of houses and a manufactured home community there will be more customers to share in the water costs, so an increase of 86% on the water and 159% on the sewer seems rather high. Please consider the families that your decision will affect and consider the following prices that surrounding Flagstaff communities and Flagstaff itself pay for water:

Flagstaff Meadows, Bellemont:;\$62.66

Flagstaff Meadows, Bellemont (with proposed rate increase):;\$143.74

Kachina Village:;\$72.18

Mountaineer:;\$41.99**

Doney Park:;\$45.52**

Munds Park:;\$94.43

Forest Lakes:;\$36.25**

Forest Highlands:;\$90.45

West U.S. Route 66:;\$65**

City of Flagstaff:;\$47.46

*4,100 gallons a month

**Water service only; septic systems not on bill

As you can see even without the increase Bellemont is paying more than a majority of the communities, with the price increase it will be the highest and Bellemont could more than likely become a ghost town. If this is the case Utility Source won't be receiving any money from water consumers because there won't be any.

Thank you for taking the time to read this email.

Sincerely,
Christy Maycumber



Teresa Tenbrink

From: Danitra Nebeker <petridamitri@hotmail.com>
Sent: Monday, September 07, 2015 10:40 PM
To: Forese-Web; Little-Web; BitterSmith-Web; Stump-Web; RBurns-Web
Subject: Utility Source LLC

To whom it may concern:

Hello, my name is Danitra Nebeker and I am a resident of Bellemont, AZ. I would like to voice my concerns on the proposed utility source increase and how it will affect my family and the community of Bellemont.

The proposed increase will be a financial burden not only for my family, but for the community as well. My household has one of the lower utility bills in Bellemont and we are very conservative with our usage, yet our bill is still quite expensive. To adjust our budget to fit the large increase would be a hardship for my family.

An increase in water and sewage will have an impact on resale values and make it hard to sell a home in the area with such a large utility bill. With the increase, Bellemont will have one of the most expensive water and sewer rates in the Flagstaff area. A lot of people in the neighborhood live here because it is more affordable than living in Flagstaff. The increase would make this my highest utility bill. Even keeping usage at a minimum, still results in expensive base fees.

There is a property owner association in Bellemont, which requires the community to keep the yards in good shape. If the utility bill increases, residents may not be able to afford to care for their yards resulting in hefty POA fees.

This will have a big affect on the community, as this neighborhood is filled with families who require more usage. It will force residents to adjust their budgets to fit a much larger bill, that many may not have funds for.

If Utility Source gets the increase they ask for, how many more times will they ask for another increase?

Please consider the residents and families of Bellemont, and the financial burden it will have on our community.

Thank you for your time and consideration.

Danitra Nebeker

Teresa Tenbrink

From: mariahlawless@gmail.com
Sent: Tuesday, September 08, 2015 5:29 AM
To: BitterSmith-Web
Subject: Fwd: Utility Source LLC

Sent from my iPad

Begin forwarded message:

From: mariahlawless@gmail.com
Date: September 8, 2015 at 5:27:54 AM MST
To: "forese-web@azcc.gov" <forese-web@azcc.gov>
Subject: **Utility Source LLC**

Dear Commissioners,

We're writing to urge you to vote no on the proposed water/wastewater rate increases for the Bellemont community today. The proposed rate increases will drastically impact our family and community in many ways. As a family of two we currently spend \$70-90 on average a month for our utility bill from Utility Source. This rate is already higher than bills we paid when we have lived in surrounding areas such as Flagstaff. We understand our rates might be slightly higher because we don't have as large of a community, but the proposed rate increases will make our bill unmanageable. We currently are very conscious of how much water we use in our daily living and watering outside in an effort to be more environmentally friendly and cost effective. We will be adding a newborn to our family at the end of next month and are sure to see a water bill increase with extra laundry and baths. We hate to think about how we will need to restrict our water usage even further than is comfortable with our new addition if these rate increases go into effect.

Our community is also still greatly feeling the impact of the housing crash and recession. Our home values are starting to rise again, but are not anywhere near the values most people have invested in them. If the rate increases go into effect our community will become much less desirable to potential buyers, and we fear we will all be stuck with homes we cannot sell when we are ready. We imagine our HOA will also need to pass along the increased cost of watering and maintaining our community landscaping at some point to individual members also.

We urge you to support our Bellemont families and the sustainability of our community and vote no on the rate increase proposal today.

Thank you for your time,

Mariah and Ashton Bedford

Sent from my iPad

Teresa Tenbrink

From: Joy Auker <joyauker@aol.com>
Sent: Tuesday, September 08, 2015 3:13 AM
To: BitterSmith-Web
Subject: Utility increase in Bellemont AZ

Dear Ms. Bitter-Smith,

Hello, my name is Joy Auker and my family and I are residents of the Bellemont AZ community. I am writing this letter to demonstrate my opposition to granting Utility Source, LLC the permission to raise our water rates.

When my husband built our home in 2005, we chose Bellemont as it was much more affordable for us. Being a young family (ages 29 & 30) we were paying around \$30-40 per month for our water bill. This was comparable to what we had been paying for water when we lived in Flagstaff. After about two years or so, Utility Source, LLC, tripled our rates for water, sewage and other fees here in our community. This increase caused our water bill raise to around \$100-120 per month.

With this initial increase, we had to find ways to help save money. We stopped using the dishwasher daily and cut back on showers for ourselves and two small children, among many other creative tactics. We do our best to conserve water in order to keep our monthly bill as low as possible. Again we are financially responsible and always look for ways to live within our means.

When the economy started to falter and housing pricing plummeted, the expansion of our community (phases 3 and 4) halted and the developer went out of business. Still to this day, the land is undeveloped. Now, with this new proposal to increase our water rates again, this will cause our bill to exceed \$250 dollars per month. As I noted before we try very hard to conserve water as much as possible. Sadly we have seen many many families move out of this community and the water politics and fear of rate increase have been motivating factors. If Utility Source, LLC is granted permission to raise our rates, I am not confident that this community will survive the reputation: the reputation has already been damaged and we are seeing flocks of home owners selling or renting out their homes to unsuspecting people who then choose to stop watering their lawns and they become unsightly, or there are those of us who decided to move to Bellemont due to its more affordable nature and feel as if that rug is being pulled out from under us.

Please, please consider siding in favor with the residences of this great community. It is not our fault that the expansion of the development has not been completed. I know that Utility Source, LLC was depending on this expansion, but now the loyal members of this community are going to be punished for circumstance that are beyond our control. I would honestly understand an increase- a reasonable and small increase - that's inflation- but to see such a LARGE increase is quite concerning.

Thank you for taking the time to read and consider my letter.

Sincerely,

Joy Auker
4592 Fossil Creek Dr
Bellemont AZ 86015
928-607-0157

ent from my iPhone

Teresa Tenbrink

From: Felicia <feliciasiggard@gmail.com>
Sent: Monday, September 07, 2015 10:38 PM
To: BitterSmith-Web
Subject: Utility Source LLC

Commissioner Bitter Smith,

Thank you for hearing our concerns about the water rate increases in Bellemont. We absolutely love it here. Our neighborhood is filled kind, hard-working people who have made our time here a pleasure.

With the proposed rate increases, we are concerned about our budget and the budgets of our neighbors. When you buy a home and commit to a community, you get accustomed to the costs of living in that place. To have such a dramatic increase in our water rates will come as a major blow to our finances.

Water is an essential part of our lives and living in the desert, we know that it is a limited resource. Yet even with zero-scaped yards and high efficiency washing machines, we still have basic water needs that now feel threatened by the rate increases. I will cut back, conserve and use every drop deliberately, but I am not sure it will be enough.

The increased cost of water could become a significant hindrance on my family. Please consider carefully when ruling on this issue.

Thank you again for your time.

Felicia Siggard, RDH, BSDH
Anatomy Numbers
PO Box 16179
Bellemont, AZ 86015
(801) 834-1739

Teresa Tenbrink

From: Tia <aznoworriez@gmail.com>
Sent: Monday, September 07, 2015 3:39 PM
To: BitterSmith-Web
Subject: Please read...Utility Source LLC

September 7, 2015

Dear Mrs. Bitter-Smith,

Hello, my name is Tia Marquis and my family and I am residents of the Bellemont community. I am writing this letter to demonstrate my opposition to granting Utility Source, LLC the permission to raise our water rates. When we first moved into this wonderful community in 2007, we were paying around \$30-40 per month for our water bill. This was comparable to what we had been paying for water when we lived in Flagstaff. After the first year or so, Utility Source, LLC, tripled our rates for water, sewage and other fees here in our community. This increase caused our water bill raise to around \$100-120 per month. With this initial increase, we had to find ways to help save money. One solution was to buy bottled water from Sam's Club versus drinking water from the tap, since it was cheaper. We do our best to conserve water in order to keep our monthly bill as low as possible.

When the economy started to falter and housing pricing plummeted, the expansion of our community (phases 3 and 4) halted and the developer went out of business. Still to this day, the land is undeveloped. Luckily for us, our family has been able to "manage" and keep our home, though we had been upside down on the value for many years. Now, with this new proposal to increase our water rates again, this will cause our bill to exceed \$250 dollars per month. As I noted before we try very hard to conserve water as much as possible. We have no outside plants that we water and only use water for showing, dishes and laundry. If Utility Source, LLC is granted permission to raise our rates, I am not sure how we will be able to continue to find ways to pay for our water.

Please, please consider siding in favor with the residences of this great community. It is not our fault that the expansion of the development has not been completed. I know that Utility Source, LLC was depending on this expansion, but now the loyal members of this community are going to be punished for circumstance that are beyond our control.

Thank you for taking the time to read and consider my letter.

Sincerely,

Tia Marquis

Teresa Tenbrink

From: bomarproperties@gmail.com on behalf of Bob Alsbury <bobalsbury@cox.net>
Sent: Monday, September 07, 2015 10:57 AM
To: Little-Web; Stump-Web; BitterSmith-Web; RBurns-Web; Forese-Web
Cc: Bob Alsbury
Subject: Utility Source. LLC

Dear Arizona Corporation Commissioners:

I purchased my home at 9101 W Arden Ln, Bellemont, AZ in March 2005 and paid about \$195,000. 10 years and a horrible recession later my home is worth \$159,000 according to Zillow.com. Now I understand that a Commission judge has recommended to the Commission that triple digit water and sewer rate hikes are warranted for the services I receive at my property. How can this be? Such a rate increase would drive potential buyers from our community and cause values to plummet even further.

I understand a business' need to survive but where are the Coconino County Supervisors who approved the developers to move forward with the community? Where is the Arizona Corporation Commissioners who let this water company develop without informing buyers of the risks if the community doesn't fully develop as planned? When I purchased my home, no where in any developer literature was I informed about the potential of instability of this water company. I only received acknowledgement of the 100 year supply of water that was guaranteed for the home.

100+ monthly means a lot to myself and my neighbors who still struggle monthly to make ends meet in the Flagstaff economy. Our area recently took a beating with the loss of 400+ jobs when the Walgreens distribution center closed.

What happens when homeowners who need to sell because of job relocation can't sell because they are underwater? We've recently seen first hand the effects of plummeting home prices on a community and the economy. It won't take much for a domino effect to develop in our small community.

Please reconsider such outrageous increases. Please help this water company find another way to make ends meet and not on the backs of our hardworking community.

Respectfully,
Bob Alsbury
602-405-7889

Teresa Tenbrink

From: GREG MENDONCA <gcairr@msn.com>
Sent: Monday, September 07, 2015 8:27 PM
To: BitterSmith-Web
Subject: Bellemont Water Issue

Dear Ms. Susan Bitter Smith,

My name is Gregory Mendonca and I live in the Bellemont subdivision with my wife and two children. We moved into Bellemont in 2011 as I transferred here from southern New Mexico with the US Forest Service. One of the reasons that we moved to Bellemont is that it was one of the only places that we could afford to move to at the time. It is beautiful here and my family and I commute to our jobs and school so that we can enjoy the quite of Bellemont and the good friends and neighbors. The problem with this rate increase is that, like so many other people in this neighborhood, we are on a fixed income and we have our usual bills that we pay on the monthly basis. We are afraid with the rate increases that have been presented, we will not be able to pay the new costs for the water/ sewer and still make our other monthly payments or save for anything else. I have a daughter that is in her second year of college and that was a new expense that we took on last year which really took us down.

Another thing that I don't understand about the water/sewer here at Bellemont is that I have a very small batch of grass in my back yard and every summer when I water my yard, my sewer bill goes up right along with my water use and I end up paying more for sewer in the summer when I am not even using the sewer. This is very disappointing that I am paying money for something that I am not even using. If this rate increase is passed, I would like to see my sewer metered so that I am only paying for what I am running down the sewer, not spraying on my lawn.

Thanks for your understanding.

Gregory Mendonca and family

Teresa Tenbrink

From: Lindsay Daley <lindsaydaley@yahoo.com>
Sent: Tuesday, September 08, 2015 9:20 AM
To: Forese-Web; Little-Web; BitterSmith-Web; Stumo-web@azcc.gov; RBurns-Web; Utilities Div - Mailbox; Gregg T. Schneider
Subject: Utility Source Rate Increase- Bellemont

Good Morning Commissioners,

I am emailing regarding the hearing taking place today on Utility Source's proposed rate increase. I am opposed to the rate increase. The area that Utility Source services is not an area of second homes- it is a working class community with many young families just trying to make ends meet. The approximately \$75 proposed increase per month will likely mean for many- water vs. food. I work full time and my husband works full time plus he works a second job to make ends meet. My neighbor has a family, yet rents a room out to a stranger to make ends meet. \$75 extra per month is a lot of money for the residents out here. My concern is that if this increase is granted, and Utility Source has increased revenue, I do not trust that it will be spent wisely and put towards long-term maintenance care of our infrastructure. Who will insure that?

Thank you for your service, as I know you are faced with difficult decisions.

Respectfully,

Lindsay Daley

Bellemont Resident/Utility Source customer