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0000170893

ORIGINAL

ARIZONA CORPORATION COMMISSION RECEIVED

June 10, 2016

2016 JUN 10 P 2:49

AZ CORP COMMISSION
DOCKET CONTROL

To: Docket Control

RE: Liberty Utilities (Entrada Del Oro Sewer) Corp. - Customer Comments

Docket No. SW-04316A-16-0085 and SW-04316A-16-0078

Please docket the attached 32 customer comments OPPOSING the above filed case.

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

Filed by: Utilities Division - Consumer Services

Arizona Corporation Commission
DOCKETED

JUN 10 2016

DOCKETED BY 

SW-04316A-16-0085

Arizona Corporation Commission Utilities Complaint Form

Investigator: Al Amezcua	Phone: <<< REDACTED >>>	Opinion Date: 6/8/2016
Opinion Number: 2016 - 132088	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 6/8/2016 4:15 PM	

First Name: William	Last Name: Shaheen	Account Name: William Shaheen
Address: <<< REDACTED >>>		
City: Gold Canyon	State: AZ	Zip Code: 85118
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Liberty Water-Entrada Del Oro Sewer Company	Division: sewer	
Linda Byrd	Phone: <<< REDACTED >>>	Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: SW-04316A-16-0085

Docket Position: Against

To say that a 90.53% increase is onerous would be an obvious understatement. The capacity that was factored into the original design of the water treatment facility apparently was based on the Superstition Vistas housing growth that never came. As unfortunate as that was, the recession's effect was a risk to the stockholders of the corporation and we should not have to bail them out. Would we have shared in any future profits? Entrada Del Oro resident William J. Shaheen
85118 Gold Canyon, AZ

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/8/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/9/2016
Opinion Number: 2016 - 132137 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/9/2016 4:15 PM

First Name: Larry **Last Name:** Harman **Account Name:** Larry Harman
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Nature Of Opinion

Docket Position: Against

PLEASE DO NOT APPROVE THIS RATE INCREASE!! Home values in this community, like so many other communities throughout the Valley were hit hard by the recession. However, due to the remote location of homes in the Entrada del Oro community, home values have a long, long way to go to recover. Eleven years since the housing bust, home owners (of which I am one) are still several thousands of dollars under water on home loans compared to the potential sales price. I was a sales associate for Engle Homes, one of the two new-home builders in this community. So, I can tell you that the fees for the water and sewer services have always been a problem for buyers. The request being made by Liberty Water to potentially double the monthly fees for water will result in an even greater burden for home owners. And it will have a dramatically negative effect on the ability of current home owners to sell their properties. This will result in an even slower recovery of home values in the Entrada del Oro neighborhood. In addition to being a home owner in the Entrada del Oro community, I am also an active real estate agent. So, I can provide details about the pace of the recovery of home values in this neighborhood when compared to other, comparable Gold Canyon neighborhoods who are not being affected by Liberty Water's fees. I repeat: PLEASE DO NOT APPROVE THIS RATE INCREASE!! Please feel free to let me know if you would like to discuss this issue with me. My mobile phone number is <<< REDACTED >>> my email address is LarryAzProperties@gmail.com Larry Harman Associate Broker West USA Realty

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/9/2016	Trish Meeter	Telephone	Investigation
docketed			

SW-04316A-16-0085

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Trish Meeter Phone: <<< REDACTED >>> Opinion Date: 6/9/2016
Opinion Number: 2016 - 132143 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Closed Date: 6/9/2016 4:22 PM

First Name: Larry Last Name: Harman Account Name: Larry Harman
Address: <<< REDACTED >>>
City: Gold Canyon State: AZ Zip Code: 85118
Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company Division: sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0085 Docket Position: Against

PLEASE DO NOT APPROVE THIS RATE INCREASE!! Home values in this community, like so many other communities throughout the Valley were hit hard by the recession. However, due to the remote location of homes in the Entrada del Oro community, home values have a long, long way to go to recover. Eleven years since the housing bust, home owners (of which I am one) are still several thousands of dollars under water on home loans compared to the potential sales price. I was a sales associate for Engle Homes, one of the two new-home builders in this community. So, I can tell you that the fees for the water and sewer services have always been a problem for buyers. The request being made by Liberty Water to potentially double the monthly fees for water will result in an even greater burden for home owners. And it will have a dramatically negative effect on the ability of current home owners to sell their properties. This will result in an even slower recovery of home values in the Entrada del Oro neighborhood. In addition to being a home owner in the Entrada del Oro community, I am also an active real estate agent. So, I can provide details about the pace of the recovery of home values in this neighborhood when compared to other, comparable Gold Canyon neighborhoods who are not being affected by Liberty Water's fees. I repeat: PLEASE DO NOT APPROVE THIS RATE INCREASE!! Please feel free to let me know if you would like to discuss this issue with me. My mobile phone number is <<< REDACTED >>> and my email address is LarryAzProperties@gmail.com Larry Harman Associate Broker West USA Realty

Investigation
Date: 6/9/2016 Analyst: Trish Meeter Submitted By: Telephone Type: Investigation
docketed

SW-04316A-16-0085

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/10/2016
Opinion Number: 2016 - 132166 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:**

First Name: Margaret **Last Name:** Ford **Account Name:** Margaret Ford
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Nature Of Opinion

Docket Number: SW-04316A-16-0085 **Docket Position:** Against

A 90.53% increase is severe and an unrealistic hardship for the residents relying on this service. The capacity that was factored into the original design of the water treatment facility apparently was based on housing growth that never came. As unfortunate as that was, the recession's effect was a risk to the stockholders of the corporation and we should not have to bail them out. Entrada Del Oro resident Margaret Ford 47992 N. Navidad Ct. Gold Canyon, AZ 85118

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/10/2016	Trish Meeter	Telephone	Investigation
docketed			

SW-04316A-16-0085

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/10/2016
Opinion Number: 2016 - 132160 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:**

First Name: richard **Last Name:** rippy **Account Name:** richard rippy
Address: <<< REDACTED >>>
City: gold canyon **State:** AZ **Zip Code:** 85118
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Nature Of Opinion

Docket Number: SW-04316A-16-0085 **Docket Position:** Against
any increase in my sewer bill is unacceptable SW-04316A-16-0085 Richard Rippy home owner @17921 e
pacana court gold canyon az

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/10/2016	Trish Meeter	Telephone	Investigation
docketed			

SW-04316A-16-0078

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 6/10/2016
Opinion Number: 2016 - 132185 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/10/2016 1:27 PM

First Name: Jodie **Last Name:** Sharkey **Account Name:** Jodie Sharkey
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078 **Docket Position:** Against

This increase is far beyond reasonable. Not only will it cause the market value of our property to decline it will also put further financial pressure on us. If the developer is unable to develop the site for new homes the cost shouldn't fall back on the homeowners in the community!

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/10/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

SW-04316A-16-0078

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 6/10/2016
Opinion Number: 2016 - 132180 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/10/2016 12:32 PM

First Name: Frances & John **Last Name:** Pignanelli **Account Name:** Frances & John Pignanelli
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

We feel the requested increase in our sewer rate is totally unfair & extremely unreasonable. The current \$70/month is already high & more than other local sewer rates. Before moving to AZ, we lived in 6 other states. In all 6 other states, our sewage bill was linked to the amount of water we used. Our current water bill runs between \$25-\$35/ month & this includes irrigation water, which doesn't go into the sewerage system. We consider water to be a precious commodity, especially here in AZ, & conserve as much as we can. In proportion to the amount of water we use for our family of two, our sewerage rate is extremely high. Potential buyers always looks at utility costs & this extremely high sewage rate will be a deterrent to buy in Entrada Del Oro. There are also many retirees in this neighborhood on a fixed income & this outlandish raise will put a strain on them as well as the larger families here. A 90%+ increase leads me to think that the company in question did not manage well & waited way too long to work on their problems & now want the homeowners do Entrada Del Oro to bail them out. This just isn't fair!

		Investigation	
Date:	Analyst:	Submitted By:	Type:
6/10/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

SW-04316A-16-0078

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 6/10/2016
Opinion Number: 2016 - 132183 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/10/2016 11:50 AM

First Name: Ian **Last Name:** Black **Account Name:** Ian Black
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

It has been brought to my attention that Liberty Water is proposing to almost double the water/sewer rates in the Entrada Del Oro development in Gold Canyon. What change in operating conditions could possibly justify this action? Were they losing money at \$70/month to the tune of \$63 per household? Are we to believe that they were suddenly losing over \$300000 per year on this development but not at the Mountainview development just down the road? Unless they are just possibly, and I don't want to underestimate anybody here, the worst business people on the planet I would say they are overreaching by a lot. I am a business owner and have been for many years. I don't begrudge anybody making a profit and costs do go up but they don't double overnight. Please deny this ridiculous request.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/10/2016	Michael Buck	Telephone	Investigation

Entered for the record and docketed. Closed.

SW-04316A-16-0078

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 6/8/2016
Opinion Number: 2016 - 132121 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/8/2016 4:00 PM

First Name: Ronald **Last Name:** Smith **Account Name:** Ronald Smith
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078 **Docket Position:** Against

Stockholders should take care of this, or build more homes.... Don't take it out on the home owners. a small increase wouldn't be so bad, but what I'm hearing is absolutely nuts. And if I would have known this, I wouldn't have bought my home on Jan. 29th, 2016. It seems as though someone wants to pass the buck to the home owners. Just not right, and there goes the neighborhood, home prices....Ron Smith

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/8/2016	Deborah Reagan	Telephone	Investigation

Comments noted for the record and docketed.

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Deborah Reagan Phone: <<< REDACTED >>> Opinion Date: 6/8/2016

Opinion Number: 2016 - 132122 Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed Closed Date: 6/8/2016 4:02 PM

First Name: Fred & Barbara Last Name: Rask Account Name: Fred & Barbara Rask

Address: <<< REDACTED >>>

City: Gold Canyon State: AZ Zip Code: 85118

Cell: <<< REDACTED >>> Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company Division: sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078 Docket Position: Against

We are extremely concerned about the tremendous increase in our Sewer rates. It will almost double in the second year. We feel we were already paying an excessive amount in the current amount of \$70.00 per month. We ask that you not approve this increase. Fred & Barbara Rask

Investigation

Date: 6/8/2016 Analyst: Deborah Reagan Submitted By: Telephone Type: Investigation

Comments noted for the record and docketed.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 6/8/2016
Opinion Number: 2016 - 132123 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/8/2016 4:09 PM

First Name: Kathi **Last Name:** Osbakken **Account Name:** Kathi Osbakken
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>> **Home:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

I was shocked to hear about the huge increase in sewer rates being requested by Liberty Utilities. I say "hear about" because, like over half of residents, I wasn't notified. I have lived here and paid that bill for almost 10 years so they know how to reach me. At \$70.00 per month our rates were some of the highest in the Arizona. Local realtors have long advised that the current fee make selling house modest houses in our community difficult. At almost double the rates we will now be paying approximately 3 times as much as most of our water bills! When the company, first the Canadian company (Algonquin?) and later it's subsidiary Liberty Utilities, purchased this plant the housing crash had already occurred and the additional phases of Entrada del Oro were placed on, what has long been believed, permanent hold. I believe the developer remains a major owner in Liberty Utilities. Liberty had no reason to believe they would have a increase in revenues for many years. As it is, there are at least 2 times the number of paying customers as when I purchased here. This stinks and homeowners in a community like ours should not be made to pay for this company's bad investment. I respectfully request that you deny this request in it's entirety. If not, I request that you hold public hearings in this matter and order Liberty to notify ALL residents by mail, including those who have been encouraged to use their "paperless" billing. Sincerely, Kathi Osbakken

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/8/2016	Deborah Reagan	Telephone	Investigation

Comments noted for the record and docketed.

SW-04316A-16-0078

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 6/8/2016
Opinion Number: 2016 - 132124 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/8/2016 4:12 PM

First Name: Janice **Last Name:** Durand **Account Name:** Janice Durand
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078 **Docket Position:** Against
This is an unrealistic increase. Many people are on fixed incomes and cannot afford this increase. Future sale of this property will become a burden with these costs.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/8/2016	Deborah Reagan	Telephone	Investigation

Comments noted for the record and docketed.

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 6/8/2016
Opinion Number: 2016 - 132125 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/8/2016 4:14 PM

First Name: Marcus **Last Name:** Prichard **Account Name:** Marcus Prichard
Address: <<< REDACTED >>>
City: Golf Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078 **Docket Position:** Against

There is proposal to increase sewer rate in my community by over 90%. Liberty Utilities said they having been losing money every year since acquiring the sewer system for Entrada Del Oro subdivision in Gold Canyon. Rather than addressing the problem with incremental increases they want to do it via lump sum. It appears someone is incompetent in their ability manage a utilities company or someone has committed fraud by seducing customers with foreseen issues. Not recognizing an issue is poor planning. Proposing an increase north of 90% in asinine. Buying a house, typically the largest purchase a person makes, based on information provided by a builder and the developer, and who sold off the sewer company likely knowing it could not be sustained at a published rate is fraud. My household understands the utilities company desire to increase rates but to do so at nearly double the current rate is unscrupulous.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/8/2016	Deborah Reagan	Telephone	Investigation

Comments noted for the record and docketed.

SW-04316A-16-0085

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Al Amezcua **Phone:** <<< REDACTED >>> **Opinion Date:** 6/8/2016
Opinion Number: 2016 - 132089 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/8/2016 4:17 PM

First Name: Laura **Last Name:** Hatton **Account Name:** Laura Hatton
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Home: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer
Linda Byrd **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: SW-04316A-16-0085 **Docket Position:** Against

I am objecting to the proposed increase of over 91%. We have been paying \$70 and were told we had to pay this high a price because they built a much bigger system than the amount of houses they are servicing. They made a business blunder and we are stuck with the tab. With that the system is 10 years old so we should be paying LESS not MORE for the system. A sewer bill is not based on usage. Each household pays the same regardless of how many people live there and how heavy the usage is. For several months out of the year we do not use it. When we do not use our electricity or water, both bills go down significantly. I do not see that there is any justification for my husband and I (two people) to have to pay over \$130 per month for sewer. This is a fixed cost that we have no way of lowering even if we are conservative in our usage. My husband is retired and we live primarily on his fixed income. We are not here all 12 months out of the year. Please review this. I believe it should be lowered, not raised. This is robbery. A normal sewer bill should not be more than around \$50. It would be nice if there were a way to pay by use but I am dreaming.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/8/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

SW-04316A-16-0078

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Al Amezcua **Phone:** <<< REDACTED >>> **Opinion Date:** 6/8/2016
Opinion Number: 2016 - 132095 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/8/2016 4:21 PM

First Name: Jean **Last Name:** Evans-Olson **Account Name:** Jean Evans-Olson
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer
Linda Byrd **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

I live in Entrada Del Oro, the current \$70 we pay is higher than anywhere else.. It almost kept me from buying a home here.. Should you increase to what you want, you will cause our property values to plummet because the cost is already a concern at what it is, but to raise it would definately make it hard for us to sell our homes down the road.. Then perhaps a lawsuit would be in order against you for causing our property values to plummet with your greediness. But, "To say that a 90.53% increase is onerous would be an obvious understatement. The capacity that was factored into the original design of the water treatment facility apparently was based on the Superstition Vistas housing growth that never came. As unfortunate as that was, the recession's effect was a risk to the stockholders of the corporation and we should not have to bail them out. I urge you to call a hearing in place for this so that you may explain why you want to almost double out current bill...better yet, call that meeting with your reasons and a more reasonable figure. You are apt to get more flies w sugar than vinegar. Mr. Olson

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/8/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

SW-04316A-16-0078

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/9/2016
Opinion Number: 2016 - 132132 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/9/2016 11:15 AM

First Name: Chris **Last Name:** Krajeck **Account Name:** Chris Krajeck
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078 **Docket Position:** Against

A 90.53% rate hike on our already crazy high (\$70/month) bill, increasing it to \$133/mo? If anything the monthly bill should be lowered. The notice on our bill was barely noticeable. There's an almost criminal element to the way this is being handled and it needs to be investigated.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/9/2016	Mary Mee	Web Submission	Investigation

CLOSED - Comments are noted for the record and docketed.

SW-04316A-16-0078

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/9/2016
Opinion Number: 2016 - 132133 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/9/2016 11:16 AM

First Name: Jon **Last Name:** Kvasnica **Account Name:** Jon Kvasnica
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078 **Docket Position:** Against

The proposed increase in sewer rates is outrageous. I vehemently oppose an increase of this magnitude. The current rate of \$70.00 per month is way too high already.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/9/2016	Mary Mee	Web Submission	Investigation

CLOSED - Comments are noted for the record and docketed.

SW-04316A-16-0078

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/9/2016
Opinion Number: 2016 - 132128 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/9/2016 10:57 AM

First Name: Rigby G and Sharon **Last Name:** Sanders **Account Name:** Rigby G and Sharon Sanders
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Home: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078 **Docket Position:** Against

First, the majority of the residents that live in Entrada Del Oro are retired and on a fixed income. Plus numerous one person households exist in the area; some of which, I am sure, are struggling to meet the current \$70 month sewer assessment. Second, the proposed increase, will cause our real estate values to decrease; causing buyers to look elsewhere for a home to buy. For, IF, I had known the assessment fees were \$70 when I bought 2 years ago, I would have looked elsewhere. For Liberty Utilities to propose an increase to more than double the current rate is beyond my consternation.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/9/2016	Mary Mee	Email	Investigation

CLOSED - Comments are noted for the record and docketed.

SW-04316A-16-0078

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/9/2016
Opinion Number: 2016 - 132129 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/9/2016 10:58 AM

First Name: Mary **Last Name:** Cote **Account Name:** Mary Cote
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>> **Home:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

We are against this proposed increase for Entrada Del Oro/Liberty Water Sewer Company. \$70.00 has been and is still pretty high for a monthly sewage fee, especially since our sewer system is right in front of the neighborhood and that half the residents don't live here full time thus not as much sewer usage, yet they are paying all year long. Most utilities combine their sewer and water and it isn't that high on a monthly basis. How can you propose to double the amount for sewer only? This will make it nearly impossible for us to sell our house when that time comes. We make minimum wage at our jobs and there are many neighbors on a fixed income or are annual visitors (that DO pay all year long). This will devastate the neighborhood, which already is having problems keeping people in it. This will be another disadvantage to living out here. I thank you for your time.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/9/2016	Mary Mee	Telephone	Investigation

CLOSED - Comments are noted for the record and docketed.

SW-04316A-16-0078

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/9/2016
Opinion Number: 2016 - 132130 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/9/2016 11:06 AM

First Name: Bill **Last Name:** Jenkins **Account Name:** Bill Jenkins
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Home: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

I moved into my house in Entrada Del Oro in September 2010. Liberty utilities charged \$70 A month for their sewer service. My wife died April 8, 2015. I live here alone and I am unemployed living on Social Security. Now they want to increase my rate by 91%. Just seems highly unfair since I use their service much less than all my neighbors. I don't understand an increase of this ridiculous amount. This will definitely be a hardship for me. I am totally against this increase and I believe the vast majority of my neighbors who are aware of it are against it also.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/9/2016	Mary Mee	Email	Investigation

CLOSED - Comments are noted for the record and docketed.

SW-04316A-16-0078

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/9/2016
Opinion Number: 2016 - 132134 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/9/2016 11:46 AM

First Name: Jane **Last Name:** Krajeck **Account Name:** Jane Krajeck
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078

Docket Position: Against

A 90.53% rate increase, barely noticeable on our last billing statement, sent in the summer when many of our residents are not here...all adds up to what should be criminal charges against the owner and shareholder of Liberty Water-EDO. And why is it so difficult to find out who these people are? This is a catastrophic blow to all of us homeowners in Entrada del Oro and a potential windfall for some very unscrupulous pigs.

Investigation

Date:	Analyst:	Submitted By:	Type:
6/9/2016	Mary Mee	Web Submission	Investigation

CLOSED - Comments noted for the record and docketed.

SW-04316A-16-0078

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/9/2016
Opinion Number: 2016 - 132131 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/9/2016 11:14 AM

First Name: Rigby and Sharon **Last Name:** Sanders **Account Name:** Rigby and Sharon Sanders

Address: <<< REDACTED >>>

City: Gold Canyon **State:** AZ **Zip Code:** 85118
Home: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0078 **Docket Position:** Against

1. The increase of the proposed amount would impose a hardship on many senior citizens, a widow/widower or a single household member. 2. An increase of the proposed amount would decrease our current property values that have not recovered from the recession. IE, People would not buy in Entrada Del Oro knowing the sewer assessment was astronomical. 3. Why should the stockholders receive a estimated 7% APY return on their investment while the residents are doing good to receive a 1% APY at their Bank, or Savings and Loan? Rigby and Sharon Sanders

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/9/2016	Mary Mee	Web Submission	Investigation

CLOSED - Comments are noted for the record and docketed.

SW-04316A-16-0085

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/9/2016
Opinion Number: 2016 - 132156 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/9/2016 4:39 PM

First Name: SOHRAB **Last Name:** navai **Account Name:** SOHRAB navai
Address: <<< REDACTED >>>
City: GOLD CANYON **State:** AZ **Zip Code:** 85118
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Nature Of Opinion

Docket Number: SW-04316A-16-0085

Docket Position: Against

We have been paying \$70 a month which is very high as it is for sewer service, our hope has been that we could reduce this amount. Most of the people who live in this area are retired and on fixed income. Such increase would be a large burden to our budget. There are a lot of snow birds who leave the area in the summer months and therefore the facility is under less use during summer and does not need as much service.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/9/2016	Trish Meeter	Telephone	Investigation
docketed			

SW-04316A-16-0085

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/9/2016
Opinion Number: 2016 - 132154 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:**

First Name: Kenneth **Last Name:** Almond **Account Name:** Kenneth Almond
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>> **Foreign Number:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Nature Of Opinion

Docket Number: SW-04316A-16-0085

Docket Position: Against

The situation that the residents of Del Oro face should not be the responsibility of the home owners but rather the developer and owner of the residual lands. The increases requested are far beyond reasonable. Liberty should have protected itself from this possible occurrence when they first made the capital outlays for the system in question.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/9/2016	Trish Meeter	Telephone	Investigation
docketed			

SW. 04316A. 16. 0085

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter

Phone: <<< REDACTED >>>

Opinion Date: 6/9/2016

Opinion Number: 2016 - 132151

Priority: Respond within 5 business days

Opinion Codes:

Closed Date: 6/9/2016 4:33 PM

First Name: Bruce

Last Name: Blaine

Account Name: Bruce Blaine

Address: <<< REDACTED >>>

City: Gold Canyon

State: AZ

Zip Code: 85118

Home: <<< REDACTED >>>

Cell: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Liberty Water-Gold Canyon Sewer Company

Division: Sewer

Nature Of Opinion

Docket Position: Against

Unreasonable, Greedy Rate Increase Request: 1) Basically doubles annual fees from \$840 to \$1600 which is not affordable. 2) Current rate is already the highest in the immediate area. (We paid about \$47 (base) a month for water/sewer combined in Gold Canyon RV & Golf Resort.) 3) Creates a dramatic, negative impact on property values. 4) We purchased our home less than 1 year ago. Had we been advised that our sewer rate might increase by almost 100% before the first year ended, we would have purchased in a different community. 5) Significantly reduces the chances of selling our home when the sewer rates are not comparable to near-by communities (i.e. Peralta Trails, Gold Canyon RV, etc.) 6) A \$25,000 deficit in 2015 would equate to a \$75 annual rate increase to reach a "zero" ending balance. A \$254,000 annual increase in revenue is not a reasonable request when one considers the impact on the individual homeowner. 7) Are the rate-payers being asked/demanded to pay for a developer-owned deficit? 8) Please do not support this unreasonable, greedy request.

SN. 04316A.16.0085

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/9/2016
Opinion Number: 2016 - 132148 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/9/2016 4:30 PM

First Name: jim **Last Name:** fisher **Account Name:** jim fisher
Address: <<< REDACTED >>>
City: gold canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Nature Of Opinion

Docket Position: Against

It is outrageous to double an already high charge for sewer usage. Please reconsider!

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/9/2016	Trish Meeter	Telephone	Investigation
docketed			

SW-04316A-16-0085

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/9/2016
Opinion Number: 2016 - 132147 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/9/2016 4:28 PM

First Name: Roger & Janell **Last Name:** Krueger **Account Name:** Roger & Janell
Krueger
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Nature Of Opinion

Docket Number: SW-04316A-16-0085 **Docket Position:** Against

As snowbirds we are totally against this increase or any increase. We are being charged for sewer services that we use about 40 days a year. There has to be another way of billing these services. Why are the sewer services not billed according to the gallons of water used like most places do their billing?

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/9/2016 docteted	Trish Meeter	Telephone	Investigation

SW. 04316A.16.0085

Arizona Corporation Commission Utilities Complaint Form

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 6/9/2016
Opinion Number: 2016 - 132146	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 6/9/2016 4:26 PM	

First Name: Tom	Last Name: Hukill	Account Name: Tom Hukill
Address: <<< REDACTED >>>		
City: Gold Canyon	State: AZ	Zip Code: 85118
Cell: <<< REDACTED >>>	Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Nature Of Opinion

Docket Position: Against

Rate of Return. As an amateur investor, I cannot help but wonder where I sign up for an investment that guarantees me a "just and reasonable rate of return" on my investments? At a guaranteed 6.9%, I would gladly transfer many of my current investments into that account. Does the parent company of Liberty Utilities EDO also guarantee a rate of return to their investors? I would be surprised by that, as most investments are risky ventures that sometimes produce a profit and sometimes do not. I find a guaranteed rate of return might be acceptable due to the nature of the product (public service and monopoly at the same time). Determining what that guaranteed rate should be, is the real question. For example, in 2015, the S&P 500 had a Negative rate of return of .7%. To be fair, if you add in dividends, then it actually had a net gain of 1.2%. That is considerably lower than the requested guaranteed rate of return. Automatic adjustments. With the addition of the PPAM (Purchased Power Adjustment Mechanism) and the PTAM (Property Tax Adjustment Mechanism) provisions, passing their expenses along to the consumer is another guarantee of a profitable venture with the consumer having little or no recourse. Financing Debt. As for the proposal to incur some debt in their current holdings (owned outright), I have to say I am not versed in how something like that actually helps with the net value of the company. I would question whether it is a good idea to borrow against their current value, (infusing the parent company with cash), while requiring the Liberty Utilities EDO entity to shoulder the burden of taxes and energy expenses, and also taking on the cost of servicing the new debt. How long before the "debt" costs are also passed on to the customers as well? If I could take out an equity loan on my home and get someone else to make the loan payments, why wouldn't I? Summary. I understand that the parent company of Liberty Utilities EDO is in the business of making a profit and I don't begrudge them that opportunity. They seek to do so by raising rates to a point where they are guaranteed a rate of return. As residents of the Entrada Del Oro community, we strive to maintain our real estate value and control our budgets, often a fixed budget. We seek to keep utility costs lower, helping with our budgets and also affecting the resale value of our property. Agreeing on a reasonable rate of return and phasing in cost increases seems to be the most logical course of action. As for the PPAM and PTAM mechanisms, I don't believe these are common practices and just because the utility provider believes it should be, "No, but it should." Is their answer to the direct question. This needs further discussion. Financing or incurring debt to balance out the debt / Equity ratio is confusing. If Liberty Utilities EDO takes out a loan, to incur debt on purpose, what will they do with that money? If they incur the cost of debt (interest etc), will they use that figure in their future calculations on whether or not they are realizing a reasonable rate of return? Will we end up subsidizing that debt, and if not re-invested, are we then subsidizing a cash inflow to the parent company? Thank you for taking the time to read this and consider my concerns. Tom Hukill

Investigation

Date:	Analyst:	Submitted By:	Type:
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SW-04316A-16-0085

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/9/2016
Opinion Number: 2016 - 132145 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/9/2016 4:24 PM

First Name: Kittle **Last Name:** Mark **Account Name:** Kittle Mark
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Nature Of Opinion

Docket Number: SW-04316A-16-0085

Docket Position: Against

the 90% rate increase is out of line. Liberty built the plant expecting the remaining 450 lots would be built. Due to the housing crisis they will not be anytime soon. Liberty took the risk. This plant may not be profitable but the others are. It was a business risk. The proposed increase will also have a negative impact on our property values as new buyers may pass do to the high cost of taking a shower and flushing the toilet. I new developer would think twice about finishing the track which would add enough homes to make the current rate profitable. So counter productive to Liberty. An 5-6% increase like all other utilities is justified not 90% I also have two rentals here, I would have no choice but to increase rents and may lose good tenants. Thank you, please do what's right

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/9/2016	Trish Meeter	Telephone	Investigation
docketed			

SW-04316A-16-0085

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/10/2016
Opinion Number: 2016 - 132162 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/10/2016 9:18 AM

First Name: Carleton **Last Name:** Nevin **Account Name:** Carleton Nevin
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Nature Of Opinion

Docket Number: SW-04316A-16-0085

Docket Position: Against

My home lost value when the market fell and It has not recovered. My property taxes, state and federal taxes have all increased, but not one of them has wanted the amount of increase that Liberty wants. My savings (Bank account and M funds) give me very little interest and my Social Security, and other retired investments may, in a good period give me a little less than 1%. I am retired on a fixed income and my wife and I can not afford this increase. This increase along with the other increases in our living expenses will force us to sell and move. However, the amount of this increase and the poor realestate market in Entrado Del Oro may result in very slow or non-sale of my home. A buyer will understand that this increase if approved in this economy may be an indicator of future increases for the buyer. Please do not approve this request for increase.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/10/2016	Trish Meeter	Telephone	Investigation
docketed			

SW-04316A-16-0085

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/10/2016
Opinion Number: 2016 - 132164 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:**

First Name: Sandra **Last Name:** Teeples **Account Name:** Sandra Teeples
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company **Division:** sewer

Nature Of Opinion

Docket Number: SW-04316A-16-0085

Docket Position: Against

I am outraged over the proposed rate increase. The current rate of \$70.00 is a lot compared to other neighborhoods in Gold Canyon. We lived in Peralta Trails just down the road and only paid \$55.00 a month. I don't see how they can justify an increase like they are proposing. I also did not appreciate how Liberty notified me. I get my statement by ebill. The note was at the bottom of my regular email about my new statement. It's almost like they didn't want me to see the notice. Any notice outside of the regular statement should be sent by a separate email with the notice as the subject.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/10/2016	Trish Meeter	Telephone	Investigation
docketed			

SW-04316A-16-0085

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/10/2016
Opinion Number: 2016 - 132165 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:**

First Name: Michael **Last Name:** Callara **Account Name:** Michael Callara
Address: <<< REDACTED >>>
City: Gold Canyon **State:** AZ **Zip Code:** 85118
Home: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Liberty Water-Entrada Del Oro Sewer Company

Nature Of Opinion

Docket Number: SW-04316A-16-0085

Docket Position: Against

I am absolutely opposed to ANY rate increase as we are currently paying \$70/month for sewer service and that is already one of the highest rates in the entire valley. Having to pay over \$1600/year for sewer services (if approved) for a household of two is excessive, to say the least, and would pose a tremendous hardship for my family. Furthermore, if approved, with a sewer service rate of nearly \$140/month, I fear that our property value would be greatly and adversely affected. In addition, with a fixed income and being a caregiver for an aging parent, I fear that if approved I may soon be priced out of my home. As such, I ask that you please DO NOT allow a for profit corporation to assure their profits on the backs of hardworking families that have absolutely no other option(s) for such services. Having such a huge stake in this matter I would like to use every vehicle possible to express my opposition, as such, please let me know if there is anything else I can do in opposition of such. Thank you for the opportunity to express my opinion regarding this proposed rate increase. Kind Regards! Michael Callara

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/10/2016	Trish Meeter	Telephone	Investigation
docketed			
