

**COMMISSIONERS**  
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ORIGINAL



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AZ CORP COM  
DOCKET CONTROL  
ARIZONA CORPORATION COMMISSION

2016 JUL 15 P 4: 24

July 15, 2016

To: Docket Control

RE: LIBERTY UTILITIES ENTRADA DEL ORO - Customer Comments

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

Please docket the attached 3 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**  
JUL 15 2016

DOCKETED BY 

SW-04316A-16-0078

SW-04316A-16-0085

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/12/2016  
**Opinion Number:** 2016 - 132947      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 7/12/2016 10:22 AM

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

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

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**Nature Of Opinion**

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

As a new customer, if my experiences while establishing service with Liberty Water-Entrada Del Oro Sewer Company are indicative of the way they conduct business I have no confidence in their financials. It took me five separate communications to set up the account and correct the balance due. I dealt with poor customer service, "lost" paperwork, and agents providing false information. I do not trust that the company is providing the Utility Commission with accurate information and therefore cannot support their proposal for a rate increase. There may be financial issues to be addressed, but nearly doubling the current sewer rate will likely not solve them in the long run and will be an undue burden on the homeowners of Entrada Del Oro.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/12/2016	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

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SW-04316A-16-0078

SW-04316A-16-0085

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/13/2016  
**Opinion Number:** 2016 - 133040      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 7/13/2016 4:08 PM

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**First Name:** Alan      **Last Name:** Harrelson      **Account Name:** Alan Harrelson  
**Address:** <<< REDACTED >>>  
**City:** Scottsdale      **State:** AZ      **Zip Code:** 85266

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

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### Nature Of Opinion

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

I'm a wastewater user and the new rate is ludicrous. They don't even meter it! I'm one person in a home paying 3 times the amount of anywhere else, it's the highest in the valley. I am opposed to the rate hike.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
7/13/2016	Roxanne Best	Telephone	Investigation

Comments noted for record and docketed. Closed.

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SW-04316A-16-0078  
SW-04316A-16-0085

## Arizona Corporation Commission Utilities Complaint Form

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<b>Investigator:</b> Al Amezcua	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 7/11/2016
<b>Opinion Number:</b> 2016 - 132968	<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Rate Case Items - Opposed	<b>Closed Date:</b> 7/11/2016 4:08 PM	

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<b>First Name:</b> Dennis	<b>Last Name:</b> Pan Ryswyk	<b>Account Name:</b> Dennis Pan Ryswyk
<b>Address:</b> <<< REDACTED >>>		
<b>City:</b> Gold Canyon	<b>State:</b> AZ	<b>Zip Code:</b> 85118

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

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### Nature Of Opinion

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

**Docket Position:** Against

The rate shouldn't be doubled. I'm not happy and very concerned. Make my feeling known it's not fair.