

W-02168A-17-0042

OPEN MEETING AGENDA ITEM



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ORIGINAL

Arizona Corporation Commiss
Utilities Complaint Form

Investigator: Jenny Gomez Phone: <<< REDACTED >>> Opinion Date: 3/24/2017
Opinion Number: 2017 - 139791 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Closed Date: 3/24/2017 11:13 AM

First Name: Rand Last Name: Terwilleger Account Name: Rand Terwilleger
Address: <<< REDACTED >>>
City: Kingman State: AZ Zip Code: 86401

Company: Truxton Canyon Water Company, Inc Division: Water

Nature Of Opinion

Docket Number: W-02168A-17-0042 Docket Position: Neutral

March 19, 2017

Arizona Corporation Commission
Consumer Services Commission
1200 W Washington St
Phoenix, AZ 85007

Arizona Corporation Commission

DOCKETED

MAR 31 2017

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AZ CORP COMMISSION
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2017 MAR 31 A 9:03

Ref: Docket #W-02168A-17-0042, Truxton Canyon Water Company, Inc.

Commissioners:

I just received information from the Truxton Canyon Water Company of their emergency rate increase request. I understand the need for emergency repairs to their well motors. However, I have lived in Valle Vista almost 15 years and have observed the poor management of this company. The Neal Family for years bled this company dry for their own benefit. Subsequently, we are in the position we are in today.

As any good business person knows, in your overall budget you have sub-budgets. In this case, they would include a maintenance budget, capital budget, and a miscellaneous budget. The maintenance budget for normal repairs, the capital budget for expected capital improvements, and the miscellaneous budget for unexpected occurrences. I would suspect that Truxton Canyon Water Company has not done the proper budgeting.

I am fearful that this is only the beginning. Some of the water lines go back to WWII and will need to be replaced. Other lines are 40 plus years old and probably will need replacement and repairs. This is a ticking time bomb and needs to be addressed. The rate payers should not always be held responsible. The Company needs to act responsibly in their financial management and planning.

I would hope you will address this issue and make sure the Company does the proper planning.

Date: Analyst: Investigation Submitted By: Type:

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**Arizona Corporation Commission
Utilities Complaint Form**

3/24/2017

Jenny Gomez

Telephone

Investigation

Noted and filed for the record in Docket Control
