

ORIGINAL

Arizona Corporation Commis: Utilities Complaint Form



0000178793

Investigator: Roxanne Best

Phone: <<< REDACTED >>>

Opinion Date: 4/3/2017

Opinion Number: 2017 - 139920

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 4/3/2017 8:23 AM

First Name: Judy

Last Name: Troyer

Account Name: Judy Troyer

Address: <<< REDACTED >>>

City: KINGMAN

State: AZ

Zip Code: 86401

Home: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Truxton Canyon Water Company, Inc

Division: Water

Nature Of Opinion

Docket Number: W-02168A-17-0042

Docket Position: Against

Thank you for the opportunity to voice my opinion. My husband Robert and I retired to Valle Vista from Chicago in October 2014. We absolutely love living in Arizona. We fully understand that we have to pay for our water. I am concerned though. This is the second time in less than 18 months that Truxton Canyon Water Co., Inc. (Truxton) has asked for a surcharge. Is Truxton financially solvent? While I recognize the need for Truxton to earn a profit, I question whether they are properly managing their company now. Properly managed companies put their profits back into their business and save for emergencies. Inefficiency on their part should not bean emergency on ours. They should pay for their emergencies as well as the equipment necessary to run their business with their own money. It is not acceptable nor reasonable to hold us consumers hostage with the threat of unscheduled surcharges. We do not have a free market of water suppliers. Are we to expect another increase next year because of another "emergency?" As a public utility provider, Truxton has a fiduciary responsibility to the public to manage their business in a professional and fiscally prudent manner. As the oversight provider, I hope you agree. I am strongly against their request for an Emergency Rate Surcharge. Thank you again for your consideration of my comments.

Investigation

Date:

Analyst:

Submitted By:

Type:

4/3/2017

Roxanne Best

Web Submission

Investigation

Comments noted for record and docketed. Closed.

Arizona Corporation Commission

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