

Arizona Corporation Commis
Utilities Complaint Form



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Investigator: Roxanne Best Phone: <<< REDACTED >>> Opinion Date: 5/22/2017
Opinion Number: 2017 - 140708 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Closed Date: 5/22/2017 11:07 AM

First Name: James Last Name: CLay Account Name: James CLay
Address: <<< REDACTED >>>
City: Peoria State: AZ Zip Code: 85383
Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Rose Valley Water Company Division: Water

Nature Of Opinion

Docket Number: W-01539A-17-0060 Docket Position: Against

Just a couple of comments regard requested rate change. 1. The amount of change requested is far too large. An increase of 44.1% is an insult to the customers of Rose Valley water. An increase may be warranted but an amount of this size is NOT.... AND, if any amount over 15% is granted then it should be phased in over a year or two. 2. Although, the people in the field servicing their customers do give reasonable service, the billing that Rose Valley provides in terrible. Certainly does not warrant rewarding them with this type of increase. As a person living in the service area of Rose Valley water for the more than a decade I have been subject to poor reliability of water supply, bad water than had to be shut off due to contamination and provided by Peoria until rectified by the state, terrible billing service and so on..... I have seen some improvement but only when they (Rose Valley Water) was forced to do so I do not think that they should be rewarded with being granted this request for the astonishing amount of 44%.. As a representative of the AZ Corp Commission I would encourage you to not approve the request. Certainly not the amount of 44% let alone 56%. James D. Clay.

Investigation
Date: 5/22/2017 Analyst: Roxanne Best Submitted By: Web Submission Type: Investigation

Comments noted for record and docketed. Closed.

Arizona Corporation Commission

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