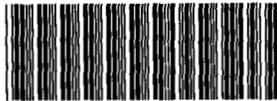


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WS-01025A-03-0350

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2004 APR 21 P 12:03

Investigator: Al Amezcua

Phone: (602) 542-0842

Fax: (602) 542-2129

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCUMENT CONTROL

Opinion No. 2004 - 34810

Date: 4/21/2004

Complaint Description: 08A Rate Case Items - Opposed/In Favor

Complaint By: First: Harlen Last: Ketelsen

Account Name: Harlen Ketelsen Home: (000) 000-0000

Street: 301 W Estrella Ave Work: (000) 000-0000

City: Ajo CBR:

State: AZ Zip: 85321 is:

Utility Company: Ajo Improvement Company

Division: water

Contact Name: John Zamar Contact Phone: (520) 432-3621

Nature of Complaint:

Arizona Corporation Commission
1200 W Washington
Phoenix Az 85007

Sirs:

Reference is made to the recent request by Ajo Improvement Company to raise the water sewer rates in Ajo by approximately 150%. Although AICO has not increased rates for years this will create a certain hardship on elderly people with a fixed income. It should be pointed out this group of people are a large part of the demographics that make up this community. It should also be pointed out that there is reason to believe the infrastructure of the community water and sewer is old, decrepit, and failing. This has been demonstrated by pipe breakage and floodings on a recurring basis: especially the last few years. I'm not exactly sure what the answer is but I would suggest the commission members examine both sides of this equation with care. Perhaps a compromise of granting an increase to AICO on a reduced basis or spread out over several years. Can be worked out.

Thank You for your consideration of this.

Respectfully,

Harlen Ketelsen

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted in the database and the Opinion was entered and docket it. Docket # WS-01025A-03-0350. Close.

Arizona Corporation Commission
DOCKETED

APR 21 2004

DOCKETED BY

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 4/21/2004

Opinion No. 2004 - 34810

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MAR 29 2004

March 25, 2004

ARIZONA CORPORATION COMMISSION
DIRECTOR OF UTILITIES

AJO, AZ

Arizona Corporation Commission

1200 W. Washington

Phoenix, AZ 85007

Sirs:

Reference is made to the recent request by AJO Improvement Company to raise the water sewer rates in AJO by approximately 150%.

Although AICO has not increased rates for years this will create a certain hardship on elderly people with a fixed income. It should be pointed out this group of people are a large part of the demographics that make up this community.

It should also be pointed out that there is reason to believe the infrastructure of the community's water and sewage is old, decrepit, and failing.

IV

This has been demonstrated by pipe breakage and flooding on a recurring basis; especially the last few years.

I'm not exactly sure what the answer is but I would suggest the Commission members examine both sides of this equation with care.

Perhaps a compromise of granting an increase to AISC on a reduced basis or spread out over several years can be worked out.

Thank you for your consideration of this.

Respectfully

Harlan Ketelsen

301 W. Estrella Ave

ATO, AZ 85301-2706

Paul Pitler