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file in Docket No- 4760
WS-01025A-03-0350
ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (602) 542-0848

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2004 - 34565

Date: 4/8/2004

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

First:

Last:

Complaint By: Delores

Mays

Account Name: Delores Mays

Home: (000) 000-0000

Street: 330 W. Estrella Rd.

Work: (000) 000-0000 Arizona Corporation Commission

City: Ajo

CBR:

DOCKETED

State: AZ **Zip:** 85321

is:

APR - 9 2004

Utility Company: Ajo Improvement Company

DOCKETED BY

Division: water

Contact Name: John Zamar

Contact Phone: (520) 432-3621

Nature of Complaint:

Correspondence received stating that consumer is against the rate increase. Consumer is on a fixed income, a raise in higher water and sewer rates would be a hardship on her.

Utilities' Response:

n/a

Investigator's Comments and Disposition:

April 8, 2004

RE: AJO IMPROVEMENT COMPANY

DOCKET NO. WS-01025A-03-0350

ARIZONA CORPORATION COMMISSION
DOCUMENT CONTROL

2004 APR - 9 P 1:00

RECEIVED

Dear Water Customer:

Your letter regarding the Ajo Improvement Company ("Ajo") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Ajo Improvement Company application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Carmen Madrid
Public Utilities Consumer Analyst
Utilities Division

Date Completed: 4/8/2004

Opinion No. 2004 - 34565

RECEIVED

MAR 26 2004

REGISTRATION COMMISSION
 March 24, 04
 To Whom This May Concern,

For reasons beyond my
 control I was unable to attend
 the meeting on Thursday March
 18th.

I have lived in Ajo ten years
 my taxes have gone up considerably
 I live on a fixed income, a raise
 in water and sewer rates would
 be a hardship on me -

Most Sincerely,
 Felice (Lee) Mayo