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January 28, 2004

WS-01303A-02-0867
WS-01303A-02-0868
WS-01303A-02-0869
WS-01303A-02-0870
WS-01303A-02-0908

Mr. Philip Jansen
14115 West Gunsight Drive
Sun City West, Arizona 85375

Re: Arizona-American Water Company; Docket No. WS-01303A-02-0867

Dear Mr. Jansen:

Thank you for your water bill and the statement of your problem. The high wastewater cost is caused by the flat rate of \$16.24 per month for wastewater. I have checked with Commission staff and they are proposing a flat rate for the upcoming rate case.

As a result of your letter, I have started a study to determine if a tiered rate for wastewater is practical. There is a tiered rate for water so a tiered rate for wastewater would seem logical. How the study will come out is not predictable, but I will do my best to get a resolution for your problem.

Sincerely,

Mike Gleason
Commissioner

c: Docket Control

Arizona Corporation Commission

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