

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

ORIGINAL

W-013031
W-013032



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RECEIVED

Investigator: Carmen Madrid **Phone:** (602) 542-0848 **Fax:** 2003 NOV 25 42 21 17
Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCUMENT CONTROL

Opinion No. 2003 - 30764 **Date:** 11/24/2003

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

Complaint By: **First:** Martin **Last:** Koppel
Account Name: Martin Koppel **Home:** (000) 000-0000
Street: P. O. Box 20181 **Work:** (000) 000-0000
City: Bullhead City **CBR:**
State: AZ **Zip:** 86439 **is:**

Utility Company: Arizona - American Water Company

Division: Water
Contact Name: Karl Wilkins **Contact Phone:** (623) 815-3107

Nature of Complaint:
Opposed to the rate increase.

Utilities' Response:
n/a

Investigator's Comments and Disposition:
11/24/03 responded to customer and filed letter with Docket Control. Closed

Date Completed: 11/24/2003

Opinion No. 2003 - 30764

Arizona Corporation Commission
DOCKETED
NOV 25 2003

DOCKETED BY *CAK*

COMMISSIONERS
MARC SPITZER - Chairman
WILLIAM A. MUNDELL
JEFF HATCH-MILLER
MIKE GLEASON
KRISTIN K. MAYES



BRIAN C. McNEIL
Executive Secretary

ARIZONA CORPORATION COMMISSION

November 24, 2003

Martin Koppel
P. O. Box 20181
Bullhead City, AZ 86439

RE: ARIZONA-AMERICAN WATER COMPANY

Dear Water Customer:

Your letter regarding the Arizona-American Water Company, ("AZ-AMERICAN WATER CO.") 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 AZ-AMERICAN WATER CO. 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,

A handwritten signature in cursive script that reads "Carmen Madrid".

Carmen Madrid
Consumer Service Specialist
Utilities Division

arizona corporation commision
1700 w. washington
phoenix, az. 85007
utilities division

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NOV 17 2003

AZ CORPORATION COMMISSIO
DIRECTOR OF UTILITIES

re: arizoia american water
rate increase

it is my understanding that arizona american water was recently aquired by a parent company that is from france. if so i would strongly suggest that they have not had time to reasonably asses the companies position, and has taken the position to raise the rates prematurely. having been a member of the board of directors of a water district, i would suggest there are alot of actions that should be considered prior to raising customers rates. i am therefor agaisnt this rate increase, in that i am concerned that the reason for the decision may be to funnel more money to the parent company which i understand is in france. either way i am against the increase .

martin koppel
p.o. box 20181
bullhead ciy, az
86439



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Street Address

*2215 Paseo Del Rio
Bullhead City, AZ*