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ARIZONA CORPORATION COMMISSION

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AZ CORP COMMISSION  
DOCUMENT CONTROL  
November 21, 2003

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

Ms. Darlene Blankensop  
14736 West Buttonwood Drive  
Sun City West, Arizona 85375

Re: Arizona-American Water Rate Case

Dear Ms. Blankensop:

Thank you for your e-mail expressing your view on the Arizona-American Water rate case.

Arizona-American filed its Application seeking a rate increase in November 2002. The evidentiary record is still being developed. This is a lengthy process which will take about a year to conclude. In the meantime, Arizona-American's current rates will remain in effect.

To develop the record, Arizona-American, the Commission staff and any Intervenors will submit written testimony regarding their positions on the requested rate increase. Then, an administrative law judge will preside over a hearing which is much like a trial. This hearing is scheduled for December 4, 2003, at 10:00 a.m. at the Commission's offices. This hearing is open to the public. You may also call the Commission's "Listen Line" to listen to the hearing. That phone number is (602) 542-0222 or 1-800-222-7000. After the hearing, the judge will write a proposed Order making a recommendation to the Commission as to Arizona-American's rates. Finally, after reviewing the entire record, the Commissioners will vote to accept, modify or deny the judge's proposed Order at an Open Meeting.

Since this case is ongoing and all testimony has not yet been submitted, I have not formed an opinion on this matter. Your correspondence has been placed on file with Docket Control and will become part of the record. Arizona is well served when its residents take an interest in a matter and voice their opinions. Before voting on this matter, I will examine the entire record thoroughly. I will take your comments into consideration as I review the matter.

Sincerely,

Mike Gleason  
Commissioner

Arizona Corporation Commission  
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