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ARIZONA CORPORATION COMMISSION

November 17, 2003

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

Mrs. Wanda Young
12311 W. Westgate Drive
Sun City West, Arizona 85375

Re: Arizona-American Water Rate Case: No. WS-01303A-02-0867 et al.

Dear Mrs. Young:

Thank you for your letter expressing concerns with Arizona-American's pending request for a rate increase for its water and sewer service. On November 12, I, along with my fellow Commissioners, attended a public comment session at the Sun City Recreation Center to listen to the opinions of affected residents. Many expressed views similar to yours.

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. A hearing on this matter is scheduled for December 4, 2003, at 10:00 a.m. at the Commission's offices. An administrative law judge will preside over the hearing which 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 regarding 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.

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. I will take your comments into consideration as I review the matter.

Sincerely,

Mike Gleason
Commissioner

c: Parties to the docket

Arizona Corporation Commission

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