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2003 NOV 10 P 2:00

AZ CORP COMMISSION  
DOCUMENT CONTROL

November 10, 2003

Mr. Ray Jones  
President  
Arizona-American Water Company  
19820 North 7<sup>th</sup> Street  
Phoenix, Arizona 85024

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

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

Dear Mr. Jones:

On November 5, all five Corporation Commissioners attended a meeting in Anthem, Arizona to listen to comments from the community regarding the Arizona-American rate case. Over 700 people attended. Several Anthem residents voiced concerns that brown water has come out of their faucets on a few occasions. People complained that the water ruined their laundry and turned their clothes brown. Many expressed concerns over the quality of the water.

One gentleman brought his water filter to show us. I pass it along to you. I ask you to analyze it to tell me what was filtered out of the water.

Thank you for your attention to this matter.

Sincerely,

Mike Gleason  
Commissioner

Arizona Corporation Commission  
DOCKETED

NOV 10 2003

Enclosure

DOCKETED BY

c: Chairman Marc Spitzer  
Commissioner Bill Mundell  
Commissioner Jeff Hatch-Miller  
Commissioner Kris Mayes  
Parties to Docket