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Don & Pat McNamara  
41406 N Clear Crossing  
Anthem, AZ 85086  
623-879-3439

17 February 2003

ARIZONA CORPORATION  
COMMISSION

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FEB 20 2003

Director of Utilities

AZ CORP COMMISSION  
DOCUMENT CONTROL

Arizona Corporation Commission  
DOCKETED

FEB 25 2003

DOCKETED BY  
*CR*

Arizona Corporation Commission  
Utilities Division  
1200 West Washington  
Phoenix, AZ 85007  
(602) 542-4251

*American*

RE: Docket number ~~W-01445A-02-0619~~, Arizona Water Company Rate Increase

To Whom It May Concern:

I am a resident of Anthem, Arizona, and as such, a subscriber to the services of Arizona Water Company. It has recently come to my attention that you are looking into the pending rate increase which has been requested by Arizona Water Company.

I am contacting you today to express my concern over this rate increase. Based on the information I have received, I am concerned that the profit margin requested is not reasonable. In addition, I would like to request close scrutiny of the operating costs to winnow out frivolous and inappropriate items.

Thank you in advance for protecting my interests and handling this matter to the best of your ability.

Sincerely,

*Don & Pat McNamara*  
Don & Pat McNamara

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Janie Woller      **Phone:** (602) 542-0821      **Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

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**Opinion**      **No. 2003 - 23994**      **Date:** 2/25/2003

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

**Complaint By:**      **First:**      **Last:**  
Don & Pat      McNamara

**Account Name:** Don & Pat McNamara      **Home** (623) 879-3439

**Street:** 41406 N. Clear Crossing      **Work:** (000) 000-0000

**City:** Phoenix      **CBR:**

**State:** AZ      **Zip:** 85086      **is:**

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**Utility Company:** Arizona - American Water Company

**Division:** Water

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

**Nature of Complaint:**

Don & Pat McNamara wrote to the Commission regarding the rate increase AZ-AM is requesting. They are concerned about the profit margin requested not being reasonable. In addition, they would like to request close scrutiny of the operating costs to winnow out frivolous and inappropriate items.

**Utilities' Response:**

Company not contacted.

**Investigator's Comments and Disposition:**

2/25/03 9:37 a.m. Mr. McNamara returned my call and said that his bill is from AZ-AM. Agreed to place his letter in Arizona-American Water Company's official Docket No. WS-01303A-02-0870. Closed.

**Date Completed:** 2/25/2003

**Opinion**      **No. 2003 - 23994**