

WS-01303A-06-0491



ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 59359

Date: 3/28/2007

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Wallace and Teresa Last: Steadman

Account Name: Wallace and Teresa Steadman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\* WS-01303A-06-0491\*\*\*\*

Customer sent the following correspondence -

March 27, 2007

Ms. Linda Hogan, Coordinator  
Arizona Corporation Commission  
1200 West Washington St.  
Phoenix AZ 85007

Arizona Corporation Commission  
DOCKETED

MAR 29 2007

DOCKETED BY [Signature: nr]

RECEIVED  
2007 MAR 29 A 9:58  
AZ CORP COMMISSION  
DOCUMENT CONTROL

RE: Sun City West Wastewater Rate Increase

We were very upset to receive notice of a request by Arizona American Water to increase our monthly bill 63.42%. As you are aware, this is a community of retired individuals whose income is fixed, and therefore, we are not afforded the luxury of increases in our pensions.

This increase appears to be very excessive and one that will put a hardship on citizens of this community in Arizona.

Thank you for your time in reading this letter.

Sincerely,

Wallace and Teresa Steadman  
[REDACTED]  
Sun City West AZ 85375-6505  
[REDACTED]

**ARIZONA CORPORATION COMMISSION**  
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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/28 - Responded with the following -

Mr. and Mrs. Steadman  
[REDACTED]  
Sun City West, AZ 85375

RE: ARIZONA AMERICAN WATER COMPANY  
SUN CITY AND SUN CITY WEST WASTEWATER DISTRICTS  
DOCKET NO. WS-01303A-06-0491

Dear Mr. and Mrs. Steadman:

Your letter regarding the Arizona American Water Company ("Company") 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 Company 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 at [REDACTED]

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 3/28/2007**

**Opinion No. 2007 - 59359**

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