

WS 01303A-06-0491

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Brad Morton

Phone: (602) 542-8886

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Priority: Respond Within Five Days

Opinion No. 2007 - 59390

Date: 3/30/2007

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

Complaint By: Paul J. Canavan

Account Name: Paul J. Canavan Home: (623) 000-0000

Street: [Redacted] Work:

City: Sun City CBR:

State: AZ Zip: 85373 is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Jeanne Franz

Contact Phone: (602) 915-2145

Nature of Complaint:

Docket No. # WS 01303A-06-0491

[Redacted]  
Sun City, Arizona 85373-2221  
March 28, 2007  
Arizona Corporation Commission  
Consumer Services Section  
1200 West Washington St.  
Phoenix, Arizona 85007 RE; Proposed rate hike for Arizona-American  
water company

Arizona Corporation Commission  
DOCKETED

APR 02 2007

DOCKETED BY [Signature]

RECEIVED  
001 APR - 2 1 P 2: 46  
AZ CORP COMMISSION  
DOCUMENT CONTROL

To whom it may concern:

Relative to the captioned and the recent notification I received on same, I wish to file a written comment. I request that the Commission bear in mind three things:

1. That Sun City and Sin City West Wastewater Districts represent many people on fixed incomes - not young couples or families with opportunities to greatly increase their incomes with pay increases and/or job changes.
2. That even families would be unlikely to ask and get increases of 36.67 to 63.427 for themselves.
3. That the same inflationary costs being experienced by Arizona-American are being experienced by the people on fixed incomes in Sun City and Sun City West. As just one example, fuel- as we approach record prices for a gallon of gasoline the retirees do not have the option of paying less per gallon of gas by obtaining it in bulk. Probable discounts, I am sure, apply in other ways with a large company such as Arizona-American. I question their day-to-day operations and whether or not any savings they realize are passed on to the customer.

Thank you.

Paul J. Canavan

\*End of Complaint\*

Utilities' Response:

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

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**Investigator's Comments and Disposition:**

March 30, 2007

RE: ARIZONA-AMERICAN WATER COMPANY

Dear Water Customer:

Your letter regarding the Arizona-American Water Company ("Arizona-American") 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 Arizona-American 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 toll free at (800) 222-7000.

Sincerely,

Bradley G. Morton  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed: 3/30/2007**

**Opinion No. 2007 - 59390**

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