

ORIGINAL



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ARIZONA CORPORATION COMMISS.
UTILITY COMPLAINT FORM

4700

Investigator: John La Porta

Phone:

2007 MAY 15 A 11:33

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCUMENT CONTROL

Opinion No. 2007 - 60316

Date: 5/14/2007

Arizona Corporation Commission

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

DOCKETED

MAY 15 2007

First:

Last:

Complaint By: William A

Morrison

DOCKETED BY
SLA

Account Name: William A Morrison -

Home:

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: N/A

Contact Phone: N/A

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

I own a home in Sun City West which my parents now live, and I would like to comment on the rate increase that Arizona American Water is asking you to approve. As I look at their current bill, they have paid \$35.97 for 3,000 gallons of water. Looking at the breakdown, the charge for the water was \$9.32, of which, \$5.87 was a monthly service fee, leaving \$3.45 as the cost of the water. This seems reasonable. So where does the rest of the money go? \$20.61 of it goes to wastewater charges to treat 3,000 gallons of water! This is ridiculous, especially when you realize that 1,500 gallons (1/2) of the 3,000 gallons went to watering the fruit trees. Where I live, I would be charged approx. \$3.00 for this service. And now Arizona American wants to raise the wastewater fee to over \$33. Why so high?? And why is it a fixed fee?? If the rate increase is approved, my parents would be paying 10 times more to treat the water than they paid for the water. This does not seem fair. Arizona American water should be forced to lower their rates and charge a wastewater rate that is per gallon of water used.

Docket No. WS-01303A-06-0491.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

05/14/07-I wrote an e-mail reply back to the customer stating the following:

Dear Mr. Morrison:

I thank you for taking the time and e-mailing the Commission regarding your opinion in the Arizona American rate case. Your opinion will be placed on file with the Docket Control Center of the Commission and will be made part of the record. The Commission will also take your opinion into consideration before rendering a

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decision in the rate application.

Sincerely,
John La Porta


CLOSED
End of Comments

Date Completed: 5/14/2007

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