

W-01303A-07-0209



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**ORIGINAL**  
ARIZONA CORPORATION COMMISSION

4700

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 60808

Date: 6/5/2007

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

Complaint By: First: Emil & Lillian Last: Stanek

Account Name: Emil & Lillian Stanek

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following customer letter regarding AZ American Water Company rate case, Docket Number W-01303A-07-0209 :

[REDACTED]

Arizona Corporation Commission

DOCKETED

JUN 18 2007

DOCKETED BY [Signature]

AZ CORP COMMISSION  
DOCKET CONTROL

2007 JUN 13 A 9:31

RECEIVED

Arizona Corporation Commission  
1200 W. Washington Blvd.  
Phoenix, Arizona 85007

Re: Opposition to Water & Sewer rates.

Acct. # 23-0030231-8

[REDACTED]

We live in a single residence form two people and find our monthly water bills have been abnormally high. Either the water meter readings are inaccurate or our replaced water meter is faulty.

We have no swimming pool; do not take people's wash; bathe at our Johnson recreation pool; A request for 36 percent increase in Sun City and 63% increase in Sun City just is unreasonable.

In 2005 our water bill totaled \$421.99

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In 2006 our water bills totaled \$431.66  
In 3007 for only 5 months \$223.19

ENOUGH IS ENOUGH! We are retired people and not millionaires; These water bills are unfair and inequitable. We have a sewer in front of our home which has not been inspected for years. We do have an exterminator check the premises regularly, but found a cockroach in our living room once. That's enough. We do not deserve any more rate raises.

P.S. We feel we're entitled to a refund for overpayment.

Yours truly,  
Emil and Lillian Stanek  
Concerned Senior Citizens

CC: mailed to [REDACTED]  
Arizona American Water Co.  
Other

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I called the customer and left recorded message acknowledging their letter and asked that either one of them call me back to discuss matter. I provided my name and toll free #.

6-8 @ 9:00am. I called the customer again and asked that they please call me back today regarding their letter re: Az American Water Co. I advised they mention in their letter that they are seeking a reimbursement of monies and I would like to discuss that subject with them. I again provided my name and toll free #.

6-8 @ 9:10am. I called Karl @ Az American. I inquired if the customer had called them about the customer seeking reimbursement due to possible inaccurate meter reads or a faulty meter. Per Karl, no such contact with the customer, as a matter of fact the last contact with the customer was in 2004. I advised Karl that I would e-mail this OPINION to him as an FYI due to its OPINION status on the rate case.

6-8 9:15 am. I called the customer back and left recorded message. I advised I had contacted Az American Water Company and obtained information regarding the possible inaccurate readings or possible faulty meter had not been previously addressed to them by yourself. I explained that the Company needed to be contacted first by the consumer so the water company could have the opportunity to resolve any complaints. I thus suggested to the customer that they contact the water company regarding that aspect of their letter and if they still needed assistance to call me back at my toll free #. I advised that their OPINION expressing their opposition to the rate increase would noted for the record in this rate case.

6-8 @ 10:00 am. E-mailed Lynn Combs at the Arizona Corporation Commissions Utilities Division, Consumer Services, to have this OPINION filed against Arizona American Water Company under Docket No. W-01303A-07-0209.

6-8 @ 10:01am. E-mailed to Karl @ Az American Water Co. File closed.  
\*End of Comments\*

**Date Completed: 6/8/2007**

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