

WS-01303A-06-0491



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ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4700

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 61834

Date: 7/18/2007

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

Complaint By: First: Donald Last: Murphy

Account Name: Donald Murphy

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

7/19/2007 ****REFERRED FROM CHAIRMAN GLEASON & COMMISSIONER MAYES OFFICE****

7/18/2007 - ***REFERRED FROM LINDA FISHER, DIRECTOR OF CORPORATION DIVISION***

Email Received:

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

Arizona Corporation Commission
DOCKETED

From: DONALD MURPHY [REDACTED] AUG -1 2007

Sent: Tuesday, July 17, 2007 7:30 PM

To: Linda Fisher

Subject: Fw: Water rate increases

DOCKETED BY [Signature]

Subject: Water rate increases
Attention; L. Fisher

RECEIVED
2007 AUG -1 A 11:57
AZ CORP COMMISSION
DOCKET CONTROL

We received our notice of Arizona American Water Co. request for rate hikes on wastewater. We are greatly disturbed by their intention to collect an additional \$195,600.00 per month, \$2,347,200.00 per year from the residents of Sun City West, based on fifteen thousand homes.

It is widely known that the majority of residents are on fixed incomes and that we are constantly faced by an increase in monthly expenses. Also it is widely known that thirty five to forty five percent leave for four to twelve weeks in the summer months. But the charges just keep on going, and it doesn't matter that people are not here to create wastewater.

It is hard to believe that the cost of wastewater is as high as it is right now. Being a bit familiar with the process of wastewater treatment plants and that the plants are virtually automated, that waste lines are rarely replaced and the maintenance is minimal, it is hard to believe that an increase is justifiable. Correct me if I'm wrong. It

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seems if one were to look into this, they would question the existing rates. Perhaps American would like us to subsidize the developments where sewer lines are going to be needed for all of the new homes, commercial and industrial bldgs. that that are being built.

Sincerely; Donald H. Murphy, Sun City West resident, of fourteen years and retired General Contractor.
Please respond to: [REDACTED]
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

7/18/2007 - Email to Customer:

July 18, 2007

RE: Arizona -American Water Company (Sun City & Sun City West)
Docket No. WS-01303A-06-0491

Dear Donald Murphy:

Your email regarding the Arizona-American Water Company ("AAWC") 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 AAWC 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.

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

7/19/2007 - Email to Customer:

July 18, 2007

RE: Arizona -American Water Company (Sun City & Sun City West)
Docket No. WS-01303A-06-0491

Good Morning Mr. Murphy,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I am writing on behalf of Commissioner Mayes office to confirm receipt of your email dated July 17, 2007 regarding the Arizona-American Water Company ("AAWC") rate case. Your opinion has been referred to me for further handling.

As a follow-up to my previous email sent to you on July 18th, your opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. Staff appreciates your comments and the interest you have taken on the proposed rate increase.

If you should have any questions relating to this matter, please feel free to call me toll free at (800) 222-7000.

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division


7/25/2007 - Email from Customer:

Dear Mr. Ortiz;

I am replying to your "E" mail to me regarding the water rate increases. I am just curious as to why you answered my letter, rather than the person I sent it to. If you don't mind my asking, what is your position?

Sincerely;
Donald H. Murphy


7/27/2007 - Email to Customer:

Good Morning Mr. Murphy,

In response to your question, I am a Public Utilities Consumer Analyst in the Consumer Service section of the Arizona Corporation Commission, Utilities Division.

When requested, the Consumer Service staff responds to customer concerns regarding regulated utility providers on behalf of the Chairman, Commissioners and Division Directors of the Utilities Division. Additionally, when Consumer Services has arrived at a resolution to the customers concern a copy of the closed opinion, inquiry, or complaint is provided to the Commission representative who initially placed the request.

Also as an fyi when customers file opinions for matters pending before the Commission, the opinion is placed on file with the Docket Control Center of the Arizona Corporation Commission and made part of the record. The Chairman and all Commissioners are provided a copy of each opinion received which is reviewed and taken into consideration prior to a decision being rendered.

If you have any further questions relating to this matter, please call me toll free at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

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7/31/2007 - No Response Received from Customer - CLOSED
End of Comments

Date Completed: 7/31/2007

Opinion No. 2007 - 61834
