

WS-01303A-06-0491

ORIGINAL



0000076448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 62643 Date: 8/20/2007

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

Complaint By: Jeannette Pugh

Account Name: [REDACTED] Home: (000) 000-0000

Street: [REDACTED] Work:

City: [REDACTED] CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint: 08/17/07 DOCKET NO. WS-01303A-06-0491

Arizona Corporation Commission  
DOCKETED  
AUG 21 2007

RECEIVED  
17 AUG 21 A 9:15  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

JEANNETTE C. PUGH  
[REDACTED]

DOCKETED BY [Signature: NR]

August 11, 2007  
Consumer Services Section  
Arizona Corporation Commission  
1200 West Washington St.  
Phoenix, Az. 85007-2996

Re: Arizona-American Water Company Rate Case Hearing on August 23, 2007  
Docket WS-01303A-06-0491

Dear Commission Members:

It has come to my attention that there will be a hearing before your Commission on August 23 2007 in regard to Arizona- American's request for a rate increase by its Sun City Waste -water and Sun City West Wastewater Districts.

For residential customers in Sun City West , 100% of the current wastewater charge of \$20.56 per month per household is a flat charge irregless of the volume of water usage. Eased upon other municipalities that I am aware of, a very large percentage of the total wastewater charge is based upon the volume of usage of water. Undoubtedly you will grant Arizona-American an increase in it wastewater charge. I respectfully request that you direct that any and all increase that is granted, be assessed to the Arizona -American customers based upon their volume of water usage, not as an additional uniform charge per customer, as it seems that this method of allocation would be most equitable to all customers.

Thank you for your consideration of my request.

Sincerely,  
Jeannette C. Pugh  
\*End of Complaint\*

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

---

**Utilities' Response:**

**Investigator's Comments and Disposition:**

August 20, 2007

RE: ARIZONA AMERICAN WATER COMPANY

Dear Ms. Pugh:

Your letter 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.

Sincerely,

Trish Meeter  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

**Date Completed: 8/20/2007**

**Opinion No. 2007 - 62643**

---