

W-01303A-07-0209



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ORIGINAL

ARIZONA CORPORATION COMMISSION

4700

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2007 63178

Date: 9/12/2007

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

Complaint By: **First:** Karen **Last:** Wentworth

Account Name: Karen Wentworth **Home:** (000) 000-0000

Street: [REDACTED] **Work:**

City: [REDACTED] **CBR:**

State: AZ **Zip:** 85351 **is:**

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins **Contact Phone:** (623) 815-3107

Nature of Complaint:

***** W-01303A-07-0209 *****

***** REFERRED FROM CHAIRMAN GLEASON'S OFFICE *****

Customer sent the following e-mail -

From: wrangler3 [mailto:[REDACTED]]
Sent: Tuesday, September 04, 2007 11:37 AM
To: Mayes-WebEmail; Mundell-Web; Gleason-WebEmail; Hatch-WebEmail
Subject: Arizona American Water Company - Sun City

RECEIVED
2007 SEP 13 A 11:43
AZ CORP COMMISSION
DOCKET CONTROL

I have been out of town and missed the hearings. I do not object to a reasonable increase in rates. However, I do object to the quality of the water. I have called the company repeatedly during the 5 years I have lived in my home but to no avail. I have to buy drinking water. If I leave a dish in the sink overnight, there is a brown rim around the edge by morning. I have to use muriatic acid to clean my toilet bowls. I have been told various solutions to my problems when I called the company: buy a whole house filter; put in a soft water line; install a water purifying system for drinking water, etc. These are all expensive solutions to a problem that shouldn't exist. If the rate increase is granted, it should be predicated upon improvements in the quality of the water. Thank you for your time in reading this. Karen Wentworth [REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission
DOCKETED

SEP 13 2007

DOCKETED BY [REDACTED] **nr**

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded to customer with the following e-mail -

Ms. Wentworth -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your correspondence regarding the Arizona American Water Company ("Company") rate case has been 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 Company application.

The concerns raised in letters, e-mail and phone calls 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.

The Commissioners appreciate your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 9/12/2007

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