

W-01303A-08-0227  
SW-01303A-08-0227



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ARIZONA CORPORATION COMMIS.....

ORIGINAL

UTILITY COMPLAINT FORM RECEIVED

4720

Investigator: Trish Meeter

Phone: [REDACTED] 2008 JUL - 1 Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION  
DOCKET CONTROL

Opinion No. 2008 69721

Date: 7/1/2008

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

Complaint By: First: Jack Last: Stoterau

Account Name: Jack Stoterau 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: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\*DOCKET NO. W-01303A-08-0227  
SW-01303A-08-0227

Arizona Corporation Commission  
DOCKETED

June 26, 2008

JUL -1 2008

Attention Utilities Division/Waste Water District  
Arizona Corporation Commission  
1200 W. Washington, Suite 206  
Phoenix, AZ 85007

DOCKETED BY [Signature]

RE. Document W 01303A 08 0227

We strongly object to the Arizona American Water request for another \$10 per month sewer rate increase. They were just given a \$10 rate increase last year.. That would make a 50% rate increase in one year.

Longer ago, we were told that the initial sewer rates were high but they would go down as soon as more homes were added to the system. Why hasn't that happened?

If the Arizona Corporation Commission were doing their job, they would never approve a rate increase greater than the national CPI for the previous year.

Jack Stoterau  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

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

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**Investigator's Comments and Disposition:**

July 1, 2008

RE: ARIZONA AMERICAN WATER CO.

Dear Mr. Stoterau:

Your letter regarding the Arizona American Water Co. ("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 Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 7/1/2008**

**Opinion No. 2008 - 69721**

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