

# W. 01303A-07-0209



0000078945

ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

2008 JUL -2 P 4: 27

Opinion No. 2008 - 69685

AZ CORP COMMISSION DOCKET CONTROL Date: 6/30/2008

Complaint Description: 08E Rate Cases Items - In Favor  
N/A Not Applicable

Complaint By: Darrell L. & Donys M. Simpson

Account Name: Darrell L. & Donys M. Simpson

Home: [REDACTED]

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:

REFERRED FROM CHAIRMAN GLEASON'S OFFICE (ALSO SENT TO COMMISSIONER MAYES, MUNDELL, HATCH-MILLER & PIERCE):

RE: Docket No. W-01303A-07-0209

From: [REDACTED] [mailto:[REDACTED]]  
Sent: Monday, June 23, 2008 1:18 PM  
To: Mayes-WebEmail; Gleason-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web  
Subject: (no subject)

The fire protection capability of a water system is as important to the water company's customers and the public as any other aspect of the service provided by the water company. Without adequate fire flows and sufficient hydrants fire departments cannot respond properly to fires.

I/We respectfully ask the Arizona Corporation Commission to reconsider decision #70351 and order Arizona American Water Company to address the fire flow and hydrant deficiencies in Youngtown. We support a fire Flow Cost Recovery Mechanism (FCRM) as it would be applied to Youngtown.

Sincerely,

Darrell L. Simpson  
Donys M. Simpson  
\*End of Complaint\*

Arizona Corporation Commission  
DOCKETED

JUL -2 2008

Utilities' Response:

DOCKETED BY [Signature]

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

---

n/a

\*End of Response\*

**Investigator's Comments and Disposition:**

Emailed to Customer:

June 30, 2008

RE: Arizona American Water Company ("AAWC")

Dear Darrell L. and Donys M. Simpson

Your email dated June 23, 2008, sent to Chairman Gleason, Commissioner Mayes, Mundell, Hatch-Miller, and Pierce regarding Decision No. 70531 rendered by the Arizona Corporation Commission ("Commission") for the Arizona American Water Company ("AAWC") rate case and fire flow proposal has been received and assigned to me for further handling. A opinion has been filed on your behalf and will be placed on file with the Docket Control Center of the Commission to be made part of the record. The Commission will take your comments and concerns into consideration prior to rendering a decision in this case.

Concerns raised by customers who are affected by the company's request do assist the Commission within the investigation and review of the application. Commission Staff is very sensitive to the burden that can be placed on the consumer, and therefore does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on this matter. If you should have any questions relating to this issue, please call me directly at [REDACTED]

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

CLOSED

\*End of Comments\*

**Date Completed: 6/30/2008**

**Opinion No. 2008 - 69685**

---