



ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 65585

Date: 1/4/2008

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

Complaint By: First: Harvey D Last: Bettesworth

Account Name: Cavalcade Homeowners Association Inc

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 85375-5665

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING CORRESPONDENCE TO THE COMMISSION.

Cavalcade Homeowners Association, Inc

[REDACTED]
Sun City West, AZ 85375-5665

21 December, 2007

The Commissioners
Arizona Corporation Commission.
1200 W Washington Street
Phoenix, AZ 85007-2927

Re: Arizona American Water Company, accelerated meter reading dates

Dear Sirs:

The Cavalcade Homeowners Association, Inc utilize 9 water meters for irrigation of the common area surrounding our members' homes.

I have recently become aware of changes in the dates on which Arizona American Water read our water meters. The change results in 13 billing periods in a calendar year. Under the water company's previous meter reading program there were 12 billing periods in the year.

You will be aware that a typical water bill is comprised of a number of different charges and calculations. Included in the items charged on each billing cycle are several fixed charges which are not based on water volume usage. These include the following:

Arizona Corporation Commission

DOCKETED

JAN 04 2008

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2008 JAN -4 P 12:51

RECEIVED

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Basic Service charge (ie. Meter Charge) for 1 kz "meter	\$32.08
Groundwater Savings Fee	\$1.60
Arsenic Recovery Fee (\$20.20 Base Charge + .4592 per Tgallon)	\$20.20
TOTAL FIXED CHARGES	\$53.88

On the basis of 9 1/2" water meters, the increase to 13 billing periods from 12 billing periods per year will result in 9 X \$53.88 \$484.92 in additional annual costs to our Homeowners Association.

The above situation is unfair and needs to be corrected One simple adjustment whereby the above noted fixed costs are reduced to 12/1 3ths of the previous fixed charge would remedy the matter.

I trust that the Arizona Corporation Commission will give this matter serious consideration and, as a result, will direct the Arizona American Water Company to reduce the amount of ailfixed charges and thereby eliminate the above noted unapproved rate increase.

Yours truly,

Harvey D Bettesworth, CA., Secretary/Treasurer


John LaPorta, Arizona Corporation Commission

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

01/04/07-I e-mailed the customer and thanked him for writing the Commission regarding his opinion for the Arizona-American rate case. I informed the customer that his opinion will be placed on file with the Docket Control Center of the Commission and will be made part of the record. I also informed the customer that the Commission will also take his opinion into consideration before rendering a decision in the rate application. W-01303A-07-0209. CLOSED.

End of Comments

Date Completed: 1/4/2008

Opinion No. 2008 - 65585

Substantiated/Un-Substantiated not yet determined

Notes: