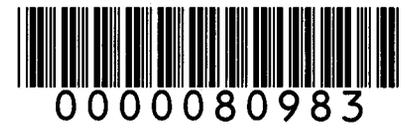


W-01303A-07-0209

ORIGINAL



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Alaina Braddy Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67929 Date: 4/16/2008

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

Complaint By: First: Fred and Nancy Last: Ross

Account Name: [REDACTED] 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 CHARIMAN GLEASON'S OFFICE - OPINION OPPOSED:

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

Email from Customer:
From: [REDACTED]
Sent: Friday, April 11, 2008 3:22 PM
To: Gleason-WebEmail
Cc: Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject:

Arizona Corporation Commission
DOCKETED
APR 17 2008
DOCKETED BY [Signature]

Dear Commissioners:
We strongly agree that AZ-AM's proposed fire flow improvement plan unfairly forces Sun City residents to pay for Youngtown's problems
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

4/16/2008 Email to the customer:

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
2008 APR 17 P 12:15

RECEIVED

April 16, 2008
RE: ARIZONA AMERICAN WATER COMPANY

W-Ø 13Ø 3A-Ø7-Ø2Ø9

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Fred and Nancy Ross :

Your email regarding the Arizona American Water Company ("Arizona American Water") 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 Groom Creek 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,

Alaina Braddy

Public Utilities Consumer Analyst

Utilities Division

End of Comments

Date Completed: 4/16/2008

Opinion No. 2008 - 67929
