

#rW-01303A-07-0209



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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67058

Date: 3/13/2008

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

Complaint By: **First:** Kenneth **Last:** Svee

Arizona Corporation Commission

DOCKETED

Account Name: Kenneth Svee

Home: [REDACTED]

Street: [REDACTED]

Work:

MAR 20 2008

City: Sun City

CBR:

State: AZ **Zip:** [REDACTED]

is:

DOCKETED BY [Signature]

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

3/13/2008 - REFERRED FROM CHAIRMAN GLEASON'S OFFICE (CC: TO COMMISSIONER MAYES, MUNDELL, HATCH-MILLER & PIERCE):

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

From: Ken Svee [REDACTED]
Sent: Tuesday, March 11, 2008 6:26 PM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: water flow and rate increase

RECEIVED
2009 MAR 20 P 3: 52
AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission,

I am a interested citizen residing at [REDACTED] I have followed the proposed water flow improvement and proposed rate increase very closely. I have submitted letters of comment and testified at the open hearing.

The proposal to be paid up front , prior to the improvements being done, is completely unethical and fiscally unsound.

I want to reiterate and support the comments made by Tracy Spoon and the SCTA. I feel the comments and statements are to the point and deserve high consideration.

I would like to go one step further and suggest that if the improvements are done according to the proposal, the expense should be the owners responsibility. Then, the rate increase if requested, should be proposed for all the customers receiving water service from AAW not just the Sun City District.

The proposal is basically granting a blank check to the AAW. I do not think you would recommend any of your

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constituents or persons whom you know, to pay a contractor up front for work to be done. This is no different.

Thank you for your time and I trust you will make the right recommendations.

Kenneth Svee
End of Complaint

Utilities' Response:

n/a
End of Response

Investigator's Comments and Disposition:

3/13/2008 - Email to Customer:

March 13, 2008

RE: Arizona American Water Company ("AAWC")

Dear Mr. Svee,

Your email dated March 11, 2008 regarding the Arizona American Water Company ("AAWC") rate case sent to Chairman Gleason's office and copied to all Commissioners 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 take your comments into consideration 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.

Commission 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 or directly at [REDACTED]

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

3/20/2008 - As of date, no response received from customer to ACC email dated 3/13/2008. CLOSED
End of Comments

Date Completed: 3/20/2008

Opinion No. 2008 - 67058
