



ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4760

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67070

Date: 3/13/2008

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

Complaint By: First: Kenneth Last: Svee

Account Name: Kenneth Svee

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Sun City

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Arizona Corporation Commission

Contact Phone: [REDACTED]

Nature of Complaint:

*****ALSO REFER TO ACC INQUIRY NO. 66900*****

3/7/2008 - Email Received (Opposed Opinion):

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

DOCKETED BY [Signature]

DOCKETED

MAR 20 2008

RECEIVED
CORP COMMISSION
DOCKET CONTROL
MAR 20 3:58

I am familiar with the operations and general make up of public utilities. In this area I am also familiar with the required maintenance and upgrading required to have a well functioning system. Where I originate from, Minnesota, these types of improvements and upgrades are normally paid for thru special bonds and special assessments. This is then normally spread thru the area that is being improved or upgraded, not necessarily the entire community.

In the case under consideration the assessment or in this case increase in fees should be limited to the areas where the improvements are provided. Here we have the entire City of Sun City paying for improvements in a small compact area and in other Cities. This seems unfair. Especially when the greatest amount of the improvements (60%) is being done outside of the Sun City area.

It would appear to me to be more feasible and fair to increase the fees in all areas that the Arizona American Water owns the water system. That would then mean just a rate increase request for all users. It would not be arbitrarily picking and choosing who is to pay.

It appears to me that there are two options.

1. Assess or increase the fees in only the area where the improvements are provided.
2. If you are going to increase fees for this improvement then increase the fees throughout the entire Arizona American Water Company ownership.

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Again , these are not complaints but only opinions and suggestions for consideration.

Kenneth Svee
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/13/2008 - Email to Customer:

March 13, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. W-01303A-07-0209

Dear Mr. Svee,

Your recent email dated March 07, 2008 in response to the information provided by Arizona American Water Company ("AAWC") in regard to the pending rate case for the Sun City water district will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") as an opinion, 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]

[REDACTED]
Thank you,

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

3/18/2008 - No Response Received from Customer. CLOSED
End of Comments

Date Completed: 3/18/2008

Opinion No. 2008 - 67070
