

W-01303A-07-0209

ORIGINAL



0000083727

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

4706

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67573

Date: 4/4/2008

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

Complaint By: First: Paul Last: Cahill

Account Name: Paul Cahill

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****RECEIVED FROM CHAIRMAN GLEASON'S OFFICE*****

From: [REDACTED]
Sent: Friday, April 4, 2008 11:18 a.m.
To: Gleason-WebEmail
Subject: Fire flow improvement

I feel the AZ-AM fire flow improvement is unfair to Sun City residents and I do not think we should have to pay for this improvement.

Paul Cahill
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

sent following correspondence to consumer via e-mail;

April 4, 2008

Paul Cahill
[REDACTED]

Dear Mr. Cahill:

Arizona Corporation Commission
DOCKETED

APR -7 2008

DOCKETED BY
KIC MD

RECEIVED
2008 APR -7 P 12:14
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your e-mail comment regarding the Arizona-American Water Company (AAWC) 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 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.

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,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/4/2008

Opinion No. 2008 - 67573

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (6 [REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67574

Date: 4/4/2008

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

Complaint By: First: Caroline E. (Lyn) Last: Dunham

Account Name: Caroline E. (Lyn) Dunham

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****RECEIVED FROM CHAIRMAN GLEASON'S OFFICE*****

From: [REDACTED]
Sent: Friday, April 4, 2008 12:34 p.m.
To: Mayes-WebEmail; Gleason-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-wb@azcc.gov
Subject: Arizona-American Water Fire Flow Improvement Project

The proposed AZ-AM fire flow improvement plan unfairly forces Sun City residents to pay for Youngtown's problems. I do not support it.

Thank you.

Caroline E. (Lyn) Dunham
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

sent following correspondence to consumer via e-mail;

April 4, 2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Caroline E. (Lyn) Dunham
[REDACTED]

Dear Ms. Dunham:

Your e-mail comment regarding the Arizona-American Water Company (AAWC) 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 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.

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,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-07-0209
End of Comments

Date Completed: 4/4/2008

Opinion No. 2008 - 67574

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67578

Date: 4/4/2008

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

Complaint By: First: Paul and Flo Last: Zaleski

Account Name: Paul and Flo Zaleski

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-07-0209 *****

***** REFERRED FROM CHAIRMAN GLEASON'S OFFICE AND COPIED TO ALL COMMISSIONERS *****

As Sun City Residents, we both urge the members of this Commission to vote no on the above Project. It is a Youngtown problem not a Sun City problem.

Paul & Flo Zaleski

[REDACTED]
Sun City, AZ 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded to customer with the following e-mail -

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Arizona American Water Company ("Company") rate case has been 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 Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 at [REDACTED]

Deb Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 4/4/2008

Opinion No. 2008 - 67578

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67579

Date: 4/4/2008

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

Complaint By: First: Malcolm & Doris Last: Young

Account Name: Malcolm & Doris Young

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E [REDACTED]

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****RECEIVED FROM CHAIRMAN GLEASON'S OFFICE*****

From: Mac Young [REDACTED]
Sent: Friday, April 04, 2008 10:28 AM
To: Gleason-WebEmai; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail
Subject: AAW Fire Flow Project

Arizona Corporation Commission
1200 W. Washington, Second Floor
Phoenix, AZ 85007-2996

Dear Commissioners of the Arizona Corporation Commission:

As a Sun City full time resident taxpayer, I strongly object to the Arizona-American Water (AAW) proposed fire flow improvement project and urge you disapproval of it. It is grossly unfair to impose a huge increase in residential wate rates on Sun City residents for the sole benefit of Youngtown. The only obvious need for this project is to support the continuing aggressive development and growth of Youngtown. Only Youngtown benefits from this growth so let them finance their own development plan. If that requires making them an independent water district, then let that be done.

Respectively,

Malcolm A. Young
Doris L. Young

[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

623-476-2582

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following letter via e-mail:

April 4, 2008

Malcolm A. Young
Doris L. Young

Dear Mr. & Mrs Young;

Your e-mail comments regarding the Arizona-American Water Company (AAWC) 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 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.

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,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-07-0209
End of Comments

Date Completed: 4/4/2008

Opinion No. 2008 - 67579

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67576

Date: 4/4/2008

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

Complaint By: First: Edward A. Last: Stone

Account Name: Edward A. Stone

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: 00000

is: [REDACTED]

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****RECEIVED FROM CHAIRMAN GLEASON'S OFFICE*****

From: Edward A Stone [REDACTED]
Sent: Friday, April 04, 2008 10:57 AM
To: Gleason-WebEmail
Subject:

Dear Mr. Gleason:

I am a Sun City resident and have been advised that Arizona American has requested a greater than 29% increase in water rates for Sun City residents and in addition is requesting advance approval for a Fire Flow Improvement project which will only add costs for Sun City residents.

Please add my voice in protesting such outrageous increases, especially if the project is not required by ACC standards.

Edward A. Stone

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following letter via e-mail:

April 4, 2008

Edward Stone
[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Mr. Stone;

Your e-mail comments regarding the Arizona-American Water Company (AAWC) 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 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.

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,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-07-0209
End of Comments

Date Completed: 4/4/2008

Opinion No. 2008 - 67576

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67575 Date: 4/4/2008

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

Complaint By: **First:** Denny **Last:** XX

Account Name: Denny xx **Home:** (000) 000-0000

Street: n/a **Work:** (000) 000-0000

City: n/a **CBR:**

State: AZ **Zip:** 00000 **is:**

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a **Contact Phone:** n/a

Nature of Complaint:

*****RECEIVED FROM CHAIRMAN GLEASON'S OFFICE*****

From: Denny [REDACTED]
Sent: Friday, April 4, 2008 9:52 a.m.
To: Gleason-WebEmail;
Subject: AZAM Water Co. request

Why should we in Sun City pay for the water problems in Youngtown?
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

sent following correspondence to consumer via e-mail;

April 4, 2008

Denny
[REDACTED]

Dear Denny;

Your e-mail comment regarding the Arizona-American Water Company (AAWC) 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 AAWC application.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-07-0209
End of Comments

Date Completed: 4/4/2008

Opinion No. 2008 - 67575
