



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67627

Date: 4/7/2008

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

Complaint By: First: Charles E. Last: Higgins

Account Name: Charles E. Higgins

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/7/2008 - REFERRED FROM CHAIRMAN GLEASON'S OFFICE - OPINION OPPOSED:

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

From: Chuck Higgins [REDACTED]
Sent: Saturday, April 05, 2008 9:11 PM
To: Gleason-WebEmail
Subject: Rate disapproval

Dear Mr. Gleason,

I am a resident of Sun City and it has come to my attention that AZ-AM is proposing a fire flow improvement plan. I do not agree with this proposal, for the simple reason no other comparable Arizona-regulated water utility has ever oversized its system beyond ACC standards. This proposal would force those of us who are residents of Sun City to pay for the problems of Youngtown.

Yours sincerely,

Charles E. Higgins
[REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Arizona Corporation Commission
DOCKETED

APR -9 2008

DOCKETED BY [REDACTED]

RECEIVED
2008 APR -9 P 4: 07
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

4/7/2008 - Email from AAWC:

April 7, 2008

RE: Arizona American Water Company ("AAWC")

Dear Charles Higgins,

Your email dated April 5, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

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

CLOSED
End of Comments

Date Completed: 4/7/2008

Opinion No. 2008 - 67627

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67629

Date: 4/7/2008

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

Complaint By: First: W.R. Last: Grace, Retired Fire Chi

Account Name: W.R. Grace, Retired Fire Chief

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR: [REDACTED]

State: AZ Zip [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/7/2008 - REFERRED FROM CHAIRMAN GLEASON'S OFFICE - OPINION OPPOSED:

-----Original Message-----

From: [REDACTED]
Sent: Saturday, April 05, 2008 6:05 PM
To: Gleason-WebEmail
Subject: Ariz American Fire Flow Upgrade Youngtown

Dear Chairman Gleason,

I strongly urge you to vote this down from the standpoint that it is not needed in Sun City fire flow systems. This outrageous proposition by Ariz American Water Co. is an outright boondoggle for the citizens of Sun City as a retired Fire Chief I can see no reason for the citizens of Sun City to pay for Youngtown's fire flow problems.

Thank you, sir.

W. R. Grace
[REDACTED]

</HTML>

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

n/a

End of Response

Investigator's Comments and Disposition:

4/7/2008 - Email to Customer:

April 7, 2008

RE: Arizona American Water Company ("AAWC")

Dear W. R. Grace,

Your email dated April 5, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

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

CLOSED

End of Comments

Date Completed: 4/7/2008

Opinion No. 2008 - 67629

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4/7/2008 - Email to Customer:

April 7, 2008

RE: Arizona American Water Company ("AAWC")

Dear Dale and Shirley Green,

Your email dated April 5, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly [REDACTED]

Thank you,

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

CLOSED

End of Comments

Date Completed: 4/7/2008

Opinion No. 2008 - 67631

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

A. The need for adequate fire flow and fire hydrants has been a problem for Youngtown for the last 50 years. Youngtown did not undertake the improvements when it owned and operated its own water system, nor did AZ-AM or its predecessor Citizens' Utilities move forward with any improvements when it acquired the Youngtown system in the 1990s.

2. Sun City residents should not have to pay for what is clearly Youngtown's problem and Youngtown's desire to have everyone but Youngtown pay to correct the problem.

3. AZ-AM did a survey on the project and received 2,500 survey responses. How many survey responses were from Youngtown and how many from Sun City? Were Sun City residents properly represented?

Please do not allow this Fire Flow Improvement Project to proceed.

Thank You,
Joan Boudreau

[REDACTED]
Sun City, AZ 85351
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Ms. Boudreau -

Thank you for your recent e-mail to Arizona Corporation Commission Chairman Gleason. 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 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: 4/7/2008

Opinion No. 2008 - 67610

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67663

Date: 4/8/2008

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

Complaint By: First: Richard & Barbara Last: Miles

Account Name: Richard & Barbara Miles

Home: (000) 000-0000

Street: N/A

Work:

City: [REDACTED]

CBR: m [REDACTED] t

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/08/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

From: Barb Miles [mailto:[REDACTED]]
Sent: Friday, April 04, 2008 4:32 PM
To: Gleason-WebEmail
Subject: Re Fire Flow Improvement plan

Mr. Gleason,
We did Not buy in Youngstown, nor do we feel it fair that you want to up our water bills to pay for their needs. We try to conserve on our water usage, not to have rates increased for their needs. We are against the increase that would be caused by the fire flow improvement plan.

Sincerely
Richard & Barbara Miles
Sun City Residents
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

04/08/2008-SUBMITTED TO DOCKET NUMBER W-01303A-07-0209

04/08/2008-LETTER TO CUSTOMER:

April 8, 2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: Arizona American Water Company ("AAWC")
Docket Number: W-01303A-07-0209

Dear Barb Miles,

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

Greg Freeman
End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67663

Substantiated/Un-Substantiated not yet determined

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: ([REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67665

Date: 4/8/2008

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

Complaint By: First: John Last: Kemp

Account Name: John Kemp Home: (000) 000-0000

Street: [REDACTED] Work: [REDACTED]

City: [REDACTED] CBR: [REDACTED]

State: [REDACTED] Zip: [REDACTED] is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

04/08/2008-*****REFERRED FROM CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]]
Sent: Friday, April 04, 2008 4:50 PM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: AZ American Water Co.

I wish to express my opposition to the AZ-AM proposed fire flow improvement plan. It unjustly burdens Sun City residents. Youngstown's problems should not be our problems as well. My E-mail address is

[REDACTED] Thank you.
John Kemp

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

04/08/2008-SUBMITTED TO DOCKET NUMBER W-01303A-07-0209

04/08/2008-EMAIL TO CUSTOMER

April 8, 2008

RE: Arizona American Water Company ("AAWC")

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docket Number: W-01303A-07-0209

Dear John Kemp,

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

Greg Freeman
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

([REDACTED])
End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67665

Substantiated/Un-Substantiated not yet determined

Notes:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67661

Date: 4/8/2008

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

Complaint By: First: hairbychemo Last: [REDACTED]

Account Name: hairbychemo [REDACTED] Home: (000) 000-0000

Street: N/A Work: [REDACTED]

City: N/A CBR: [REDACTED]

State: AZ Zip: 00000 is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

04/08/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

From: [REDACTED] [mailto:[REDACTED]]
Sent: Friday, April 04, 2008 4:52 PM
To: Gleason-WebEmail
Subject: Arizona-American Water's Fire Flow Improvement Project

I am asking you to vote against this request for increase.

I cannot afford this increase.

Thank you for giving this request your immediate attention.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

04/08/2008- SUBMITTED TO DOCKET NUMBER W-01303A-07-0209

04/08/2008-LETTER TO CUSTOMER:

April 8, 2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: Arizona American Water Company ("AAWC")
Docket Number: W-01303A-07-0209

Dear [REDACTED]

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,
End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67661

Substantiated/Un-Substantiated not yet determined

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67658

Date: 4/8/2008

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

Complaint By: First: Charlene

Last: Dedmon

Account Name: Charlene Dedmon

Home: (000) 000-0000

Street: N/A

Work:

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/08/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED:DOCKET NUMBER W-01303A-07-0209

From: Skelli [mailto:[REDACTED]]
Sent: Friday, April 04, 2008 4:55 PM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Cc: [REDACTED]
Subject: Arizona American Water Company/Sun City

Commissioners,

I strongly urge you not to approve the Fire Flow Improvement project which Arizona American is trying to get pre-approval for. Sun City residents should not have to pay for Youngtown's serious safety problem. RUCO believes fire flow modifications are discretionary and is not in favor of Arizona American obtaining approval for surcharges to fund the cost of oversizing its system.

Respectfully Submitted,
Charlene Dedmon, Sun City Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

04/08/2008-SUBMITTED TO DOCKET NUMBER W-01303A-07-0209

04/08/2008-EMAIL TO CUSTOMER:

April 8, 2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: Arizona American Water Company ("AAWC")
Docket Number: W-01303A-07-0209

Dear Charlene Dedmon,

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

Greg Freeman
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67658

Substantiated/Un-Substantiated not yet determined

Notes:

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: (602) 542-0488

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2008 - 67657

Date: 4/8/2008

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

Complaint By: Barry and Brenda Adler

Account Name: Barry and Brenda Adler Home: (000) 000-0000

Street: [Redacted] Work: [Redacted]

City: [Redacted] CBR: [Redacted]

State: [Redacted] Zip: [Redacted] is: [Redacted]

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [Redacted] Contact Phone: [Redacted]

Nature of Complaint:

04/08/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED:DOCKET NUMBER W-01303A-07-0209

From: B&B Adler [mailto:[Redacted]]
Sent: Friday, April 04, 2008 5:00 PM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: AZ-AM's proposed fire flow improvement plan

We believe that AZ-AM's proposed fire flow improvement plan unfairly forces Sun City residents to pay for Youngtown's problems.

We are against this plan.

Barry and Brenda Adler

[Redacted]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

04/08/2008-SUBMITTED TO DOCKET NUMBER W-01303A-07-0209

04/08/2008-LETTER EMAILED FROM COMMISSION TO CUSTOMER

April 8, 2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: Arizona American Water Company ("AAWC")
Docket Number: W-01303A-07-0209

Dear Barry and Brenda Adler,

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

Greg Freeman
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed:

Opinion No. 2008 - 67657

Substantiated/Un-Substantiated not yet determined

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: (602) 542-0488

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2008 - 67655

Date: 4/8/2008

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

Complaint By: First: Inez Last: Seyller

Account Name: Inez Seyller

Home: (000) 000-0000

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: [REDACTED] Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/08/2008- -----REFERRED BY CHAIRMAN GLEASON'S OFFICE-----
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

From: Inez Seyller [mailto:[REDACTED]]
Sent: Friday, April 04, 2008 5:13 PM
To: Gleason-WebEmail
Subject: American Water Company

We wish to protest American Water Company's attempts to make Sun City residents pay for the water problems in Youngtown. Thank you, Raymond & Inez Seyller,

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

04/08/2008-SUBMITTED TO DOCKET NUMBER W-01303A-07-0209

04/08/2008-E-Mail letter to customer from Commission:

April 8, 2008

RE: Arizona American Water Company ("AAWC")
Docket Number: W-01303A-07-0209

Dear Inez Seyller,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

Greg Freeman
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67655

Substantiated/Un-Substantiated not yet determined

Notes:

#W.01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67626

Date: 4/7/2008

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

Complaint By: First: Albert L. Last: Townley

Account Name: Albert L. Townley

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/7/2008 - REFERRED FROM CHAIRMAN GLEASON'S OFFICE - OPINION OPPOSED:

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

From: Al Townley [REDACTED]
Sent: Saturday, April 05, 2008 9:43 PM
To: Gleason-WebEmail
Subject: Water flow plan

I urge you not to approve this plan from Sun City. It is a waste of taxpayers money and not necessary.

Thank you,

Albert L. Townley
[REDACTED]

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4/7/2008 - Email to Customer:

April 7, 2008

RE: Arizona American Water Company ("AAWC")

Dear Albert Townley,

Your email dated April 5, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

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

CLOSED
End of Comments

Date Completed: 4/7/2008

Opinion No. 2008 - 67626

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67603

Date: 4/7/2008

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

Complaint By: **First:** Geraldine **Last:** Van Horn

Account Name: Geraldine Van Horn

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/4/2008 - REFERRED BY CHAIRMAN GLEASON'S OFFICE - OPINION OPPOSED:

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

From: Geri [REDACTED]
Sent: Friday, April 04, 2008 12:56 PM
To: Gleason-WebEmail
Subject: fire flow plan

I disagree with the Fire Flow plan. It unfairly forces Sun City residents to pay for Youngtown's problem

Geraldine L. Van Horn, resident of Sun City
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

4/7/2008 - Email to Customer:

April 7, 2008

RE: Arizona American Water Company ("AAWC")

Dear Geraldine L. Van Horn,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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]

CLOSED
End of Comments

Date Completed: 4/7/2008

Opinion No. 2008 - 67603

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67596

Date: 4/7/2008

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

Complaint By: First: Mary K. Last: Gustin

Account Name: Mary K. Gustin

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/4/2008 - REFERRED BY CHAIRMAN GLEASON'S OFFICE - OPINION OPPOSED:

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

From: [REDACTED]
Sent: Friday, April 04, 2008 9:57 AM
To: Gleason-WebEmail
Subject: Water

Sun City does not need the Water Flow Improvement Plan.

Mary K. Gustin, Sun City resident
End of Complaint

Utilities' Response:

n/a
End of Response

Investigator's Comments and Disposition:

4/7/2008 - Email to Customer:

April 7, 2008

RE: Arizona American Water Company ("AAWC")

Dear Mary K. Gustin,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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] 2406.

Thank you,

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

CLOSED
End of Comments

Date Completed: 4/7/2008

Opinion No. 2008 - 67596

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67595

Date: 4/7/2008

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

Complaint By: **First:** Vincent C.

Last: Sullivan

Account Name: Vincent C. Sullivan

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/4/2008 - REFERRED BY CHAIRMAN GLEASON'S OFFICE - OPINION OPPOSED:

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

From: [REDACTED]
Sent: Friday, April 04, 2008 10:05 AM
To: Gleason-WebEmail
Subject:

If you agree that AZ-AM's proposed fire flow improvement plan unfairly forces Sun City residents to pay for Youngstown's problems, please contact the Arizona Corporation Commission:

If this is not required, then leave it alone. If it is not broken, why spend money to fix it. I am against this scheme of thiers to "bleed" us of our money.

Vincent C. Sullivan
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4/7/2008 - Email to Customer:

April 7, 2008

RE: Arizona American Water Company ("AAWC")

Dear Vincent C. Sullivan,

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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]

CLOSED

End of Comments

Date Completed: 4/7/2008

Opinion No. 2008 - 67595

#W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67635

Date: 4/7/2008

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

Complaint By: First: William and Jeanne Last: Dyer

Account Name: William and Jeanne Dyer

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Sun City

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/7/2008 - REFERRED FROM CHAIRMAN GLEASON'S OFFICE (ALSO SENT TO COMMISSIONER MAYES, MUNDELL, HATCH-MILLER, & PIERCE):

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

From: william dyer [mailto:[REDACTED]]
Sent: Saturday, April 05, 2008 4:12 PM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: Fire Flow Improvement Project Opposition

Please be advised that my husband and I both strongly oppose the attempt by AZ-AM Water and Youngtown to pass off expensing its problems onto Sun City residents. This problem is Youngtown's and the cost needs to be handled by Youngtown!! We are relying on our Commissioners to fight this vigorously and to keep us informed. Thank you.

William and Jeanne Dyer, [REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4/7/2008 - Email to Customer:

April 7, 2008

RE: Arizona American Water Company ("AAWC")

Dear William and Jeanne Dyer,

Your email dated April 5, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason, Commissioner Mayes, Mundell, Hatch-Miller and Pierce's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

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

CLOSED
End of Comments

Date Completed: 4/7/2008

Opinion No. 2008 - 67635

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67649

Date: 4/8/2008

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

Complaint By: First: San and Judy Last: Baldwin

Account Name: San and Judy Baldwin Home: (000) 000-0000

Street: [REDACTED] Work:

City: [REDACTED] CBR: [REDACTED]

State: [REDACTED] Zip: [REDACTED] is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/08/2008-----REFERRED BY CHAIRMAN GLEASON'S OFFICE-----
OPINION OPPOSED: DOCKET NUMBER: W-01303A-07-0209

From: Sam Baldwin [mailto:[REDACTED]]
Sent: Monday, April 07, 2008 12:48 PM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: AZ-AM's proposed fire flow improvement plan.

Arizona-American Waters plan for a Fire Flow Improvement project will unfairly increase the fees paid by Sun City residents. We should not have to pay for Youngtown.

The majority of our residents are on fixed incomes and are just getting by on the fees they have to pay now. I and my fellow residents urge you to vote no on the fire flow proposal.

Thank you in advance for doing the right thing.

Sam & Judy Baldwin

[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

04/08/2008-SUBMITTED TO DOCKET NO. W-01303A-07-0209

04/08/2008-Letter E-Mailed to Customer:

April 8, 2008

RE: Arizona American Water Company ("AAWC")
Docket Number: W-01303A-07-0209

Dear Sam and Judy Baldwin,

Your email dated April 7, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

Greg Freeman
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67649

Substantiated/Un-Substantiated not yet determined

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

04/08/2008-SUBMITTED TO DOCKET NO. W-01303A-07-0209

04/08/2008-E-Mailed sent to Customer:

April 8, 2008

RE: Arizona American Water Company ("AAWC")
Docket Number: W-01303A-07-0209

Dear Bob & Rose Alexander,

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

Greg Freeman
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67652

Substantiated/Un-Substantiated not yet determined

Notes:

W-1303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67640

Date: 4/7/2008

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

Complaint By: First: James M. Last: Pundsack

Account Name: James M. Pundsack

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State: [REDACTED]

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/07/2008-OPINION OPPOSED-----REFERRED BY CHAIRMAN GLEASON'S OFFICE-----
DOCKET NUMBER: W-01303A-07-0209

From: JAMES PUNDSACK [mailto:[REDACTED]]
Sent: Friday, April 04, 2008 3:59 PM
To: Gleason-WebEmail
Cc: mayse-web@azcc.gov; Mundell-Web; Hatch-WebEmail
Subject: Action Requested

Mr. Chairman and Fellow Members:

This message is being sent to ask that you reject Arizona-American Water's request to add additional costs to Sun City Residents Water Bills to cover Youngtown's Fire Flow Improvement Project costs.

Respectfully:

James M. Pundsack
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

04/07/2008-EMAIL FROM COMMISSION TO CUSTOMER:

April 7, 2008

RE: Arizona American Water Company ("AAWC")
DOCKET NUMBER: W-01303A-07-0209

Dear Mr.Pundsack,

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

Greg Freeman
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/7/2008

Opinion No. 2008 - 67640

Substantiated/Un-Substantiated not yet determined

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67633

Date: 4/7/2008

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

Complaint By: First: R. R. Last: Stenzel

Account Name: R. R. Stenzel

Home: (000) 000-0000

Street: N/A

Work:

City: N/A

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/07/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
*****RATE CASE OPPOSED- DOCKET NO.W-01303A-07-0209.*****

From: Bob Stenzel [mailto:[REDACTED]]
Sent: Friday, April 04, 2008 4:08 PM
To: Gleason-WebEmail
Cc: Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: RE: AZ-AM Fire Flow Improvement

As a Sun City resident I am opposed to the AZ-AM Fire Flow improvement plan that will force Sun City residents to pay for Youngtown water problems.

R. R. Stenzel
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

04/07/2008-EMAIL TO CUSTOMER FROM COMMISSION:

April 7, 2008

RE: Arizona American Water Company ("AAWC")

DOCKET NUMBER: W-01303A-07-0209.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Mr. Stenzel,

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

Greg Freeman
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/7/2008

Opinion No. 2008 - 67633

Substantiated/Un-Substantiated not yet determined

Notes:

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2008 67638

Date: 4/7/2008

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

Complaint By: First: David and Luetta Last: Young

Account Name: David and Luetta Young

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 *****

Customer sent the following e-mail -

From: dlyoung [mailto:[REDACTED]]
Sent: Saturday, April 05, 2008 1:13 PM
To: Gleason-WebEmail
Subject: Arizona-American Water Fire Flow Improvement Project

To the Arizona Corporation Commission:

We would like to express our opposition to the subject Project. As proposed, the Project unfairly imposes costs and ongoing charges for "improvements" which are unnecessary and offer no benefit to Sun City. If the system in Youngtown needs to be upgraded for legitimate fire safety reasons, then Youngtown residents should pay for the improvements that benefit them.

We received a survey form on this topic, but did not answer it because we did not believe Arizona-American Water was telling us the entire story. Now that the facts are known, we are opposed to the Project.

David and Luetta Young

[REDACTED]
Sun City AZ 85351

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. and Mrs. Young -

Thank you for your recent e-mail to Arizona Corporation Commission Chairman Gleason. 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 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: 4/8/2008

Opinion No. 2008 - 67638

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 67637

Date: 4/7/2008

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

Complaint By: **First: John & Jean Last: Dal Pan**

Account Name: John & Jean Dal Pan

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: (623) 815-3107

Nature of Complaint:

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

***** REFERRED FROM CHAIRMAN GLEASON'S OFFICE *****

Customer sent the following e-mail -

From: john.a.dalpan.1981@njitalumni.org [mailto:[REDACTED]]
Sent: Saturday, April 05, 2008 1:09 PM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: Sun City - water services

Dear Sir or Madam:

As Sun City homeowner it is our understanding that there is no requirement for 1500 gal./minute water flow. We do not want to pay for over design that is not required. With inflated cost everywhere we do not want additional increases in water cost for Sun City AZ.

Thank you for your consideration.

John & Jean Dal Pan
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following e-mail -

Mr. and Mrs. Dal Pan -

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 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: 4/8/2008

Opinion No. 2008 - 67637

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 67625

Date: 4/7/2008

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

Complaint By: First: Mack & Audrey Last: Clark

Account Name: Mack & Audrey Clark

Home: (000) 000-0000

Street: n/a

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 *****

From: aclark88@cox.net [mailto:[REDACTED]]
Sent: Saturday, April 05, 2008 10:55 AM
To: Gleason-WebEmail
Cc: Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: Fire Flow Improvement Project

We do not feel that Sun City residents should have to pay for the problems of Youngtown. That should be their problem alone.

Please take this into consideration.

Thank you.

Mack & Audrey Clark

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. and Mrs. Clark -

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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 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: 4/8/2008

Opinion No. 2008 - 67625

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 67634

Date: 4/7/2008

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

Complaint By: First: Harold C. Last: Simpson

Account Name: Harold C. Simpson

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 *****

Customer sent the following e-mail -

From: hsimpson7@cox.net [mailto:[REDACTED]]
Sent: Saturday, April 05, 2008 11:32 AM
To: Gleason-WebEmail
Subject: Proposed AZ-AM fire flow improvement plan

Commissioner Gleason,

As a citizen and home owner in Sun City, I vigorously oppose any scheme for a so called AZ-AM fire flow improvement plan.

Why should the home owners of Sun City pay for the short comings of Youngtown?

Concerned,

Harold C. Simpson
[REDACTED]

Sun City, AZ 85351

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Simpson -

Thank you for your recent e-mail to Arizona Corporation Commission Chairman Gleason. 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 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: 4/8/2008

Opinion No. 2008 - 67634

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 67624

Date: 4/7/2008

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

Complaint By: First: Cathy Last: Oberkampf

Account Name: Cathy Oberkampf

Home: (000) 000-0000

Street: n/a

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 ****

From: Cathy Oberkampf [mailto:[REDACTED]]
Sent: Saturday, April 05, 2008 9:55 AM
To: Gleason-WebEmail; Mayes-WebEmail; Muell-web@azcc.gov; Hatch-WebEmail; Pierce-Web
Subject: Sun Citians should not pay

Arizona-American Water's proposed fire flow improvement plan unfairly forces Sun City residents to pay for Youngtown's problems. Please don't let this happen.

Cathy

Cathy Oberkampf

E-mail: [REDACTED]

Home: [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following e-mail -

Ms. Oberkamp -

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 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: 4/8/2008

Opinion No. 2008 - 67624

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2008 67602 Date: 4/7/2008

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

Complaint By: First: Last:
John Barrington

Account Name: John Barrington 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:

***** REFERRED FROM CHAIRMAN GLEASON'S OFFICE *****

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

Customer sent the following e-mail -

The Arizona American Water Company (AZ-AM) has proposed an improved water distribution design for some portions of the Sun City Water District. The improvement involves 44,133 feet of pipe and 195 fire hydrants. In April of 2007, AZ-AM submitted to the Corporation Commission a plan to implement the improvements and a surcharge mechanism to recover costs associated with the improvements.

If you have been following the developments of this case, the Mayor of Youngtown is supporting this plan because of his concern for public safety. His concern is admirable; I think all Mayors should be concerned about public safety. The Mayor reported, in his letter to the newspaper, that the implementation of the new distribution design would "greatly" improve the public safety in some of Sun City and Youngtown. "Greatly" caused me to pause; I think a more definitive description of any improvement to public safety would be "minimally". The Sun City Fire District Board of Directors announced that they had unanimously passed a resolution in support of the proposed plan. The reason they gave for passing the resolution was to make a statement on the improvements. I think it is appropriate for the Fire Board to take a position on such an event. I also think it is their responsibility to define the need and explain their reasoning in justifying the cost and financing of the plan. How much more risk is there currently to the people and property in the area to be improved relative to the risk in the areas not requiring improvement?

The Insurance Service Office (ISO) is a company whose expertise is focused on risk assessment. Many insurance companies rely on ISO data to establish rates for property insurance. The ISO investigates fire districts and grades a multitude of attributes that affect the efficiency and proficiency of fire fighting, including water flow rates. The grades are analyzed and reduced to a Public Protection Classification (PPC). The PPC is a number from 1 to 10, with 1 being the best and 10 being the worst. I was pleased to learn that Sun City has a

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

PPC of 4. In order to comprehend the significance of a class 4 rating consider the following Arizona data:

Of 294 Arizona communities investigated by ISO only 54 received a PPC of 4 or better.

There were no communities with a class 1 rating.

82.6% were class 5 through 10.

On the national level only 10.3% of the communities investigated earned a class 4 or better rating. Our fire department has every reason to be proud that our community is in the top 10% of the country just as we have reason to be proud of our fire department. Additionally, I was informed by my insurance carrier that improving the PPC from a 4 to a 3 would not result in a decrease in my homeowners' insurance rate. If the PPC was improved from a 4 to a 2 there would be a small (insignificant) decrease in my insurance rate. A PPC of 1 is given special consideration since the small number of communities receiving a class 1 rating (only 42 in the United States) is not statically credible.

Chairman Mide Gleason,

I am 76 years old and do not wish to pay for Fire plugs and more fire flow. Due to bad health & expensive medicine we may be forced into reverse morage or to move.

Mayor Levault states that all Sun City customers south of Grand Avenue will benefit from the proposed piping changes. At present I accept that statement with a grain of salt, I think there will be some Sun City residents south of Grand that will not notice any change in their water service. As the Mayor pointed out, and the Chairman of the Fire Board reiterated, 6,203 Sun City metered customers would benefit from the Fire Flow improvements, while only 1,550 metered customers in Youngtown would benefit. Using the same numbers, only 28.2% of Sun City customers will benefit while 66.4% of Youngtown customers will benefit. What about the cost? When the tab is passed out, Sun City will end up paying 87% of the cost while Youngtown pays only 9.2% of the cost. I am not buying the kind of cost/benefit analysis that Youngtown is selling and neither should you.

John Barrington, [REDACTED] Sun City. AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Barrington -

Thank you for your recent e-mail to Arizona Corporation Commission Chairman Gleason. 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 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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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: 4/7/2008

Opinion No. 2008 - 67602

W. 01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67643

Date: 4/7/2008

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

Complaint By: First: Roland Last: Garbs

Account Name: [REDACTED] Home: [REDACTED]

Street: [REDACTED] Work:

City: [REDACTED] CBR:

State: [REDACTED] Zip: [REDACTED] is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

*****REC'VD THROUGH CHAIRMAN GLEASON'S OFFICE*****
DOCKET NO. W-01303A-07-0209

4/4

Mr Chairman,
I urge you to force a revision of this plan. Since Youngtown will receive most of the benefits of this plan, they should pay for it.

Roland H Garbs
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

April 7, 2008

RE: Arizona American Water Company ("AAWC")

Dear Mr. O'Shaughnessy,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your letter dated April 7, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 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 feel free to call.

Thank you,

Trish Meeter
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division


End of Comments

Date Completed: 4/7/2008

Opinion No. 2008 - 67643

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 67228 Date: 3/21/2008

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

Complaint By: **First:** Marcus **Last:** Olson

Account Name: Marcus Olson **Home:** (000) 000-0000

Street: [REDACTED] **Work:**

City: Sun City **CBR:**

State: AZ **Zip:** 85373 **is:**

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** REFERRED FROM CHAIRMAN GLEASON'S OFFICE *****

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

Customer sent the following e-mail -

From: M C OLSON [mailto:[REDACTED]]
Sent: Tuesday, March 18, 2008 8:08 PM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: Docket # W-01303A-07-0209

AZ Corporation Commissioners:

I am a Sun City resident who is opposed to the rate collection method that AZ American Water has proposed for this Fire Flow Improvement Project. I believe that they are attempting to bully you into forcing us to pay up front for this project. Please say no to AZ American Water. Thank you.

Marcus Olson
[REDACTED]
Sun City, AZ 85373
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Olson -

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 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: 4/8/2008

Opinion No. 2008 - 67228

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

4/7/2008 - Email to Customer:

April 7, 2008

RE: Arizona American Water Company ("AAWC")

Dear Felicia Cochran,

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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
#600 [REDACTED]

CLOSED
End of Comments

Date Completed: 4/7/2008

Opinion No. 2008 - 67609

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67654

Date: 4/8/2008

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

Complaint By: First: Ned Last: Trembley

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-01303A-07-0209

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

Email from customer:

From: [REDACTED]

Sent: Friday, April 04, 2008 1:34 PM

To: Gleason-WebEmail

Subject: fire flow

I do not want to pay for Youngstown problem. I have to pay a price for letting hoards of children move to Youngstown. I now lock up everything I own, and do not feel safe out at night. Haven't they caused me enough grief without having to support them more?

[REDACTED]
End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Responded with the following letter via e-mail:

April 8, 2008

Dear Ned Trembley,

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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,

Alaina Braddy
Consumer Analyst
Arizona Corporation Commission
Utilities Division
End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67654

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67667

Date: 4/8/2008

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

Complaint By: First: Sandy Last: N/A

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

DOCKET No. W-01303A-07-0209

*****RECEIVED FROM COMMISSIONER PIERCE OFFICE*****

Email from customer:

-----Original Message-----

From: [REDACTED]
Sent: Monday, April 07, 2008 8:17 PM
To: Pierce-Web
Subject:

I live in Sun City and feel we have enough problems without sharing youngtown's water flow problems.
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Responded with the following letter via e-mail:

April 8, 2008

Dear Sandy,

Your e-mail comments regarding the Arizona-American Water Company ("AAWC" rate case will be placed on

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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,

Alaina Braddy
Consumer Analyst
Arizona Corporation Commission
Utilities Division
End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67667

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67644

Date: 4/8/2008

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

Complaint By: First: William Last: Kelly

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

DOCKET NO. W-01303A-07-0209

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

Email from Customer:

From: [REDACTED]
Sent: Friday, April 04, 2008 12:57 PM
To: Gleason-WebEmail
Subject: AZ-AM PROJECT

I DO NOT BELIEVE THAT THE AZ-AM PROJECT IS NECESSARY FOR SUN CITY.

[REDACTED]
End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Dear Mr. Kelly,
The Arizona Corporation Commission (Commission) has received your email and I have been assigned to respond. Your email will be placed in docket control for review by all Commissioners. Commission Staff and Commissioners appreciate your opinion.
Thank you,

W-01303A-07-02-09

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Alaina Braddy
Consumer Analyst
Arizona Corporation Commission
Utilities Division
End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67644

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67662

Date: 4/8/2008

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

Complaint By: First: Jo Last: Seraphine

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-01303A-07-0209

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

Email fromcustomer:

-----Original Message-----

From: [REDACTED]
Sent: Friday, April 04, 2008 3:55 PM
To: Gleason-WebEmail
Subject: SC Fire Flow Improvement

Please do NOT allow the water rates to increase in Sun City. Altho we are near Youngtown, we are not part of Youngtown and we do not need to pay the added expense of improving Youngtown's problems.

Give us senior citizens on fixed incomes a BREAK for heaven's sake!!

[REDACTED]
Sun City
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following letter via e-mail:

April 8, 2008

Dear Jo Seraphine,

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,

Alaina Braddy
Consumer Analyst
Arizona Corporation Commission
Utilities Division
End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67662

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67647

Date: 4/8/2008

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

Complaint By: First: Dorothy Last: Hopkinson

Account Name: [REDACTED] Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: [REDACTED] CBR: [REDACTED]

State: AZ Zip: [REDACTED] is: [REDACTED]

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

DOCKET NO. W-01303A-07-0209

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

Email received from customer:

From: [REDACTED]
Sent: Friday, April 04, 2008 1:17 PM
To: Gleason-WebEmail
Subject: Arizona-American

We am against Arizona-American Water's Fire Flow Improvement Project.

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following letter via e-mail:

April 8, 2008

Dear Dorothy Hopkinson,

Your e-mail comments regarding the Arizona-American Water Company (AAWC) rate case will be placed on

W-01303A-07-02-09

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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,

Alaina Braddy
Consumer Analyst
Arizona Corporation Commission
Utilities Division
End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67647

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67646

Date: 4/8/2008

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

Complaint By: First: Alan Last: Carter

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

DOCKET NO. W-01303A-07-0209

*****REICEVED FROM CHAIRMAN GLEASON'S OFFICE*****

EMAIL from customer:

From: [REDACTED]
Sent: Friday, April 04, 2008 1:14 PM
To: Gleason-WebEmail
Cc: Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: AZ-AM Increases

I would like to tell you all that I am against the rate increases proposed by AZ-AM Water Corp. I am particularly against paying for the Fire Flow Improvement Plan as it is not needed here in Sun City. I hope you will all vote against the increases.

Thanking you in anticipation

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

W - 01303A - 07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following letter via e-mail:

April 8, 2008
Dear Mr. Carter,

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,

Alaina Braddy
Consumer Analyst
Arizona Corporation Commission
Utilities Division
End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67646

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67651

Date: 4/8/2008

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

Complaint By: First: Larry

Last: G. Vroom

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-01303A-07-0209

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

EMAIL from customer:
From: [REDACTED]
Sent: Friday, April 04, 2008 1:31 PM
To: Gleason-WebEmail
Subject: Arizona-American Water's Fire Flow Improvement Project

Dear Sir:

Arizona American Water's proposed fire flow improvement plan unfairly forces Sun City residents to pay for Youngtown's problems. I respectfully request that you and the rest of the Arizona Corporation Commission deny the request of Arizona American Water for a pre-approval for this project, rate increases and additional surcharges for all Sun City Water District ratepayers.

Sincerely,

[REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Responded with the following letter via e-mail:

April 8, 2008

Dear Mr. Vroom,

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,

Alaina Braddy
Consumer Analyst
Arizona Corporation Commission
Utilities Division
End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67651

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67648

Date: 4/8/2008

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

Complaint By: First: Dennis Last: Murphy

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

DOCKET NO. W-01303A-07-0209

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

First email from customer:

From: [REDACTED]

Sent: Friday, April 04, 2008 1:23 PM

To: Gleason-WebEmail

Subject: Sun City/Youngtown fire flow improvement plan

This plan seems flawed. There should be a published vote, and why should Sun City pay for improvements to Youngtown?

[REDACTED]

Second Email from customer:

From: [REDACTED]

Sent: Friday, April 04, 2008 1:49 PM

To: Gleason-WebEmail

Cc: Mayes-WebEmail; Mundell-Web; Hatch-WebEmail

Subject: Sun City/ Youngtown fire flow project

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

To Board members:

I don't think over sizing of water mains in Youngtown should be paid for residents of Sun City. Where did this come from? Youngtown.



End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Responded with the following letter via e-mail:

April 8, 2008

Dear Dennis Murphy,

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,

Alaina Braddy
Consumer Analyst
Arizona Corporation Commission
Utilities Division
End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67648

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67660

Date: 4/8/2008

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

Complaint By: First: Eyvonne Last: Langehough

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-01303A-07-0209

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

Email from customer:

From: [REDACTED]

Sent: Friday, April 04, 2008 3:48 PM

To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web

Subject: AZ-AM Fire Flow Improvement project

I am not in favor of the above named Fire Flow Improvement project to be paid for through additional surcharges to all Sun City Water District ratepayers. I do think that proposal is asking Sun City residents to pay for Youngtown's public safety problem.

[REDACTED]
End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following letter via e-mail:

April 8, 2008

Dear Eyvonne Langehough,

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,

Alaina Braddy
Consumer Analyst
Arizona Corporation Commission
Utilities Division
End of Comments

Date Completed:

Opinion No. 2008 - 67660

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67659

Date: 4/8/2008

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

Complaint By: First: John Last: Stark

Account Name: [REDACTED] Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: [REDACTED] CBR: [REDACTED]

State: AZ Zip: [REDACTED] is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

DOCKET NO. W-01303A-07-0209

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

Email from customer:

From: [REDACTED]
Sent: Friday, April 04, 2008 3:23 PM
To: Gleason-WebEmail
Subject: AZ-AM rate increase

The rate increase proposed by AZ-AM does not seem warranted. Since the main problem is in Youngtown let them foot the bill. Sun city should be left out of the rate increase. [REDACTED]

End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Responded with the following letter via e-mail:

April 8, 2008

Dear [REDACTED]

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

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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,

Alaina Braddy
Consumer Analyst
Arizona Corporation Commission
Utilities Division
End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67659

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67703

Date: 4/9/2008

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

Complaint By: First:
Joni

Last:
Morris

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:

4/7 *****REC'VD THROUGH CHAIRMAN GLEASON'S OFFICE *****
DOCKET NO. W-01303A-07-0209

From: Joni Morris [REDACTED]
Sent: Sunday, April 06, 2008 7:00 PM
To: Gleason-WebEmail
Subject: FFIP

The people in Sun City my husband and I have spoken with are definitely against this plan. Joan J. Morris
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/9
April 9, 2008

RE: Arizona American Water Company ("AAWC")

Dear Ms. Morris:

Your email of April 6, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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 take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in letters and emails 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 feel free to call.

Thank you,

Trish Meeter
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67703

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67692

Date: 4/8/2008

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

Complaint By: First: James & Betty Last: Coffey

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:

*****REC'VD FROM CHAIRMAN GLEASON'S OFFICE*****
DOCKET NO. W-01303A-07-0209

From: [REDACTED]
Sent: Sunday, April 06, 2008 5:11 PM
To: Gleason-WebEmail
Subject: Arizona American Water Co. proposed Fire Flow Improvement Plan

We respectfully request the ACC not grant approval to Arizona American Water Co. for their proposed Fire Flow Improvement Plan.

We feel it is grossly unfair for Sun City residents to pay for Youngtown's problems.

Please do not grant approval for Arizona American Water Company to steal from Sun City residents.

Yours truly,

James P. and Betty J. Coffey

[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4/8
April 8, 2008

RE: Arizona American Water Company ("AAWC")

Dear Mr. & Ms. Coffey:

Your email of April 6, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in letters and emails 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 feel free to call.

Thank you,

Trish Meeter
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division


End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67692

W. 01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67691

Date: 4/8/2008

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

Complaint By: First: Joseph E. Last: Paul

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:

4/7

*****REC'VD THROUGH CHAIRMAN GLEASON'S OFFICE*****

DOCKET NO. W-01303A-07-0209

-----Original Message-----

From: Joseph E Paul [REDACTED]
Sent: Saturday, April 05, 2008 12:55 PM
To: Gleason-WebEmail; Mundell-Web
Subject:

I do not want AZ-AM to charge Sun City for their water fire flow improvement.

Thank you

Joseph Paul
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/8

April 8, 2008

RE: Arizona American Water Company ("AAWC")

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67688

Date: 4/8/2008

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

Complaint By: First: George Last: Kramer

Account Name: [REDACTED] Home: (000) 000-0000

Street: [REDACTED] Work:

City: [REDACTED] CBR:

State: [REDACTED] Zip: [REDACTED] is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

4/4 *****REC'VD THROUGH CHAIRMAN GLEASON'S OFFICE *****
DOCKET NO. W-01303A-07-0209

From: Desertsam [REDACTED]
Sent: Sunday, April 06, 2008 8:37 AM
To: Gleason-WebEmail
Subject: AZ-AM fire flow improvement plan

AZ-AM's proposed fire flow improvement plan
unfairly forces Sun City residents to pay for Youngtown's problems
I am not in favor of this plan to increase the flow of water in Sun City.

George Kramer
[REDACTED]
[REDACTED]

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

4/8

April 8, 2008

RE: Arizona American Water Company ("AAWC")

Dear Mr. Kramer:

Your email of April 6, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in letters and emails 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 feel free to call.

Thank you,

Trish Meeter
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67688

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67682

Date: 4/8/2008

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

Complaint By: First: Peggy Last: Vogel

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:

4/7 REC'VD FROM CHAIRMAN GLEASON'S OFFICE
*****DOCKET NO. W-01303A-07-0209

From: [REDACTED]
Sent: Sunday, April 06, 2008 8:09 AM
To: Gleason-WebEmail
Subject: Arizona-American Water's Fire Flow Improvement Project

TO: Arizona Corporation Commission Chairman, Mike Gleason

I am writing to request that you vote against the Arizona-American proposed fire flow improvement plan as I believe it unfairly forces Sun City residents to pay for Youngtown's problems.

Thank you for your consideration in this matter.

Peggy Vogel
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

April 8, 2008

RE: Arizona American Water Company ("AAWC")

Dear Ms. Vogel:

Your email of April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in letters and emails 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 feel free to call.

Thank you,

Trish Meeter
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division


End of Comments

Date Completed: 4/8/2008

Opinion No. 2008 - 67682

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67697

Date: 4/9/2008

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

Complaint By: First: Robert Last: Westerman

Account Name: Robert (Rob) J. Westerman Home: (000) 000-0000

Street: [REDACTED] Work: [REDACTED]

City: [REDACTED] CBR: [REDACTED]

State: [REDACTED] Zip: [REDACTED] is: [REDACTED]

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

04/09/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

From: Rob & Joann [mailto:[REDACTED]]
Sent: Tuesday, April 08, 2008 4:08 PM
To: Bob Stump; Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject:

Dear Chairman and Commissioner's,

In regards to the Arizona-American Water's Fire Flow Improvement Project for the City of Youngtown, Arizona I am opposed to Sun City/Sun City West having to pay for Youngtown's fire flow project.

As the Vice President and Treasurer of Spanamn Condominium Association, Incorporated I'm informing you that I and the other residents of Spanamn are convinced that trying to make non-residents of Youngtown pay for Youngtown improvements is wrong and unfair.

Currently Spanamn already pays over \$11,000.00 a year for water and sewer.

The Sun Cities are established communities and as such have paid the price for their own water use and improvements and Youngtown must do the same.

Arizona-American Water presumably did a survey on this project but no one I'm aware of, including anyone from Spanamn was ever surveyed?

If an attempt is made to put surcharges into affect Spanamn will certainly join others in opposing this unfair action.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Sincerely,
Robert (Rob) J. Westerman
V.P. and Treasurer Spanman Condominium Association, Incorporated

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

04/09/2008-SUBMITTED TO DOCKET NUMBER W-01303A-07-0209

04/09/2008-EMAIL TO CUSTOMER

April 9, 2008

RE: Arizona American Water Company ("AAWC")
Docket Number: W-01303A-07-0209

Dear Robert J. Westerman,

Your email dated April 8, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

Greg Freeman
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67697

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67676

Date: 4/8/2008

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

Complaint By: First: Last:
Garth Gould

Account Name: [REDACTED]

Home: [REDACTED]

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****REC'VD THROUGH CHAIRMAN GLEASON'S OFFICE*****
DOCKET NO. W-01303A-07-0209

Customer email rec'vd:
Subject: fire flow improvement plan for sun city

I am not in favor of the plan.

Garth Gould
sun city Az
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

EMAILED REPSONSE TO [REDACTED]

April 8, 2008

RE: Arizona American Water Company ("AAWC")

Dear Mr. Gould,

Your email of April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

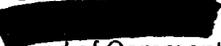
fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in letters and emails 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 feel free to call.

Thank you,

Trish Meeter
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division


End of Comments*

Date Completed: 4/8/2008

Opinion No. 2008 - 67676

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67696

Date: 4/9/2008

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

Complaint By: First: Don Last: Schordje

Account Name: Don Schordje

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State: [REDACTED] Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/09/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED : DOCKET NUMBER W-01303A-07-0209

From: Don Schordje [mailto:[REDACTED]]
Sent: Tuesday, April 08, 2008 3:07 PM
To: Gleason-WebEmail
Subject: Sun City / Youngtown Fire Flow Project
Dear Chairman Gleason,

I am a full time resident of Sun City residing at [REDACTED] I wish to express my sincere opposition to the Arizona-American Fire Flow Improvement Project for Youngtown / Sun City.

There are few if any benefits to Sun City and I resent our having to pay 87% of the cost to correct a problem in Youngtown. If low pressure is a problem in Youngtown, then Az-Am Water and Yougtown must deal with it. I understand this condition has existed for over 50 years. Installing unneeded fire hydrants in Sun City is not the answer to Youngtown's problem. Nor is unfairly trying to pass their costs off to another community.

Please do not approve this unneeded project.

Sincerely,

Don Schordje,
Email: [REDACTED]
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

04/09/2008-SUBMITTED TO DOCKET NUMBER W-01303A-07-0209

04/09/2008-EMAIL TO CUSTOMER

April 9, 2008

RE: Arizona American Water Company ("AAWC")
Docket Number: W-01303A-07-0209

Dear Don Schordje,

Your email dated April 8, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

Greg Freeman
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67696

Substantiated/Un-Substantiated not yet determined

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67731

Date: 4/9/2008

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

Complaint By: First: John

Last: Pierrard

Account Name: John M. Pierrard

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State: [REDACTED] Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/09/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

From: drspearmnt@aol.com [mailto:[REDACTED]]
Sent: Wednesday, April 09, 2008 10:30 AM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail
Subject: AZAWC proposed water flow increase project

Commissioners:

This is to register my disapproval of the project billed as "Fire Flow Improvement" by the water utility AZAWC. My understanding is that the existing system meets standards and the project is being advocated by Youngtown because of a perceived problem in that community. I urge each of you to disapprove AZAWC's proposal as unnecessary.

Respectfully

John M. Pierrard

[REDACTED]

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

04/09/2008-SUBMITTED TO DOCKET NUMBER W-01303A-07-0209

04/09/2008-EMAIL TO CUSTOMER:

April 9, 2008

RE: Arizona American Water Company ("AAWC")
Docket Number: W-01303A-07-0209

Dear John M. Pierrard,

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

Greg Freeman
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed:

Opinion No. 2008 - 67731

Substantiated/Un-Substantiated not yet determined

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

04/09/2008-SUBMITTED TO DOCKET NUMBER W-01303A-07-0209

04/09/2008-LETTER EMAILED TO CUSTOMER:

April 9, 2008

RE: Arizona American Water Company ("AAWC")
Docket Number: W-01303A-07-0209

Dear Dale & Janice Caron,

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion 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 directly at [REDACTED]

Thank you,

Greg Freeman
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67714

Substantiated/Un-Substantiated not yet determined

Notes: