

W-01303A-07-0209



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**ORIGINAL**

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67831

Date: 4/11/2008

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

Complaint By: First: **Stu** Last: **Manville**

Account Name: Stu Manville

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City

CBR: [REDACTED]

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

4/11/08 THROUGH COMMISSIONER MAYES OFFICE

Gentlemen,

I am advised that of almost 900 call outs for the SC Fire Dept in February only 3 were for fires. They say the current 20 psi is adequate. I live in Phase one of Sun City and we are fine why should we have to pay for something that Youngtown wants, Please turn the AAW down in their request.

Stu Manville

[REDACTED]  
Sun City, AZ 85351  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Good afternoon Mr. Manville

This is in response to your e-mail sent to Commissioner Mayes office. I was assigned to respond to you directly. I wanted to let you know that your comments regarding the Arizona American Water Fire flow improvement 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 Arizona American application.

Arizona Corporation Commission

**DOCKETED**

**APR 16 2008**

DOCKETED BY [Signature]

AZ CORP COMMISSION  
DOCKET CONTROL

2008 APR 16 P 11:46

RECEIVED

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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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.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed: 4/11/2008

Opinion No. 2008 - 67831

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W-01303A-07-0209

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67829

Date: 4/11/2008

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

First:

Last:

Complaint By: Myron

Noben

Account Name: Myron Noben

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City

CBR: [REDACTED]

State: AZ Zip: 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

4/11/08 Docket No. W-01303A-07-0209

My support favors the position of the Sun City Taxpayers Association requiring AZ-AM to front the investment cost up-front. Also, a equitable arrangement is needed to distribute increase rates to actual locations of fire flow hydrant. One of our main concerns was proper fire protection and it would seem we have already paid for that improvement..

Myron Noben

[REDACTED]  
Sun City, AZ 85351

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/11/08 E-mail response to Mr. Noben

Good afternoon Mr. Noben

This is in response to your e-mail sent to Commissioner Mayes office. I was assigned to respond to you directly. I wanted to let you know that your comments regarding the Arizona American Water Fire flow improvement 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 Arizona American 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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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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.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 4/11/2008**

**Opinion No. 2008 - 67829**

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W-01303A-07-0209

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67813

Date: 4/11/2008

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

Complaint By: First: Brian D Last: Hoepner

Account Name: Brian D Hoepner

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

4/11/08 W-01303A-07-0209  
THROUGH CHAIRMAN GLEASONS OFFICE

Received e-mail

Dear Sir or Madam;

As a resident of Sun City I believe that the proposed rate increase for Sun City water rate payers is an unfair and unneeded rate increase for the residents of Sun city since:

In the month of February 2008, only 3 of the 898 incidents to which the Sun City Fire Department responded were actual fires.

The ACC requires potable water to be delivered at 20 psi and there is no requirement for 1500 gallons per minute fire flow.

No other compatible Arizona-regulated water utility has ever oversized its system beyond ACC standards.

The Residential Utility Consumers' Office (RUCO) believes fire flow modifications are discretionary and is not in favor of AZ\_AM obtaining approval for a surcharge to fund the cost of oversizing its system.

I believe such a rate increase unfairly penalizes the residents of Sun City and would be of minimal benefit to us. I strongly encourage you to vote no on the issue of a rate increase for Sun City at this time.

Brian D Hoepner

[REDACTED]  
Sun City, AZ

\*End of Complaint\*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

4/11/08

Mr. Hoepner -

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]

Alfonso Amezcua  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed: 4/11/2008**

**Opinion No. 2008 - 67813**

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#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 - 67849

Date: 4/11/2008

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

Complaint By: First: Ima Last: Winchell

Account Name: Ima Winchell

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/11/2008 - REFERRED FROM CHAIRMAN GLEASON'S OFFICE (ALSO SENT TO COMMISSIONER MAYES, MUNDELL, HATCH-MILLER & PIERCE)

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

OPPOSED OPINION:

I am not in favor of the fire flow improvement that is proposed by Az - Am water company. I think it is unfair to Sun City residents.

Ima Winchell  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

4/11/2008 - Email to Customer:

April 11, 2008

RE: Arizona American Water Company ("AAWC")

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Dear Ima Winchell,

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate case sent to Chairman Gleason, Commissioner Mayes, Mundell, Hatch-Miller, and Pierce has been assigned to me for further handling. A 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 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]  
CLOSER  
\*End of Comments\*

**Date Completed: 4/11/2008**

**Opinion No. 2008 - 67849**

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W-01303A-07-0209

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      67840      Date: 4/11/2008

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

Complaint By:      First: John      Last: Stewart

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

Street: n/a      Work: (000) 000-0000

City: n/a      CBR: [REDACTED]

State: AZ      Zip: 00000      is: [REDACTED]

Utility Company: Arizona - American Water Company

Division: Water

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

**Nature of Complaint:**

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

From: Betty Camargo  
Sent: Monday, April 07, 2008 11:29 AM  
To: Vicki Wallace  
Subject: FW: Fire Flo Improvement Plan

From: John Stewart [mailto:[REDACTED]]  
Sent: Monday, April 07, 2008 11:08 AM  
To: Pierce-Web; Hatch-WebEmail; Mundell-Web; Mayes-WebEmail; Gleason-WebEmail  
Subject: Fire Flo Improvement Plan

To all concerned, I don't have to pay part of any cost when my street neighbors have a problem with their utility service, so why should I have to pay part of a neighboring city's cost. Let them pay for their own problems. I vote NO NO NO. John Stewart.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Responded with the following letter via e-mail:

April 11, 2008

**John Stewart**  


Dear Mr. Stewart;

Your e-mail comments regarding the Arizona-American Water Company (AAWC) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

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

**Date Completed: 4/11/2008**

**Opinion No. 2008 - 67840**

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#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 - 67846**

**Date:** 4/11/2008

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

**Complaint By:** **First:** James E. **Last:** Sackett

**Account Name:** James E. Sackett

**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:**

4/11/2008 - REFERRED FROM CHAIRMAN GLEASON'S OFFICE - OPPOSED OPINION:

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

Dear Sir,

Based on the information I've received from RCSC, SHOA, et al, I believe that the almost \$5 million project is not needed, nor is necessary for our safety. Let Youngtown pay their own way if it is needed there.

James E. Sackett  
Sun City  
\*End of Complaint\*

**Utilities' Response:**

N/A  
\*End of Response\*

**Investigator's Comments and Disposition:**

4/11/2008 - Email to AAWC:

April 11, 2008

RE: Arizona American Water Company ("AAWC")

Dear James E. Sackett,

Your email dated April 4, 2008, regarding the Arizona American Water Company ("AAWC") rate case sent to Chairman Gleason office's will be placed on file with the Docket Control Center of the Arizona Corporation

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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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: 4/11/2008

Opinion No. 2008 - 67846

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2008 - 67841

**Date:** 4/11/2008

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

**First:**

**Last:**

**Complaint By:** Donald R. and Genevi Patch

**Account Name:** Donald R. and Genevieve V. Patch

**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:**

4/11/2008 - REFERRED FROM CHAIRMAN GLEASON'S OFFICE - OPPOSED OPINION:

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

From: [REDACTED]  
Sent: Sunday, April 06, 2008 11:13 PM  
To: Gleason-WebEmail  
Subject: Fire flow improvement plan

Mr. Chairman Mike Gleason:

My husband and I DO NOT agree with the proposed fire flow improvement plan. It unfairly forces Sun City residents to pay for Youngtown's problems.

Donald R. and Genevieve V. Patch  
\*End of Complaint\*

**Utilities' Response:**

N/A  
\*End of Response\*

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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4/11/2008 - Email to Customer:

April 11, 2008

RE: Arizona American Water Company ("AAWC")

Dear Donald R. and Genevieve V. Patch,

Your email dated April 6, 2008, regarding the Arizona American Water Company ("AAWC") rate case sent to Chairman Gleason office's 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: 4/11/2008**

**Opinion No. 2008 - 67841**

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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      67844      Date: 4/11/2008

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

Complaint By:      First: Frances P.      Last: Schuler-Ellis

Account Name: Frances P. Schuler-Ellis      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: Frances Schuler-Ellis [mailto:[REDACTED]]  
Sent: Friday, April 11, 2008 12:44 PM  
To: Gleason-WebEmail  
Subject: fire flow plan

I think that AZ-Am's fire flow plan is unfair to Sun City residents. It should not be that we pay for Youngtown's problems.

I'm sure that they would be opposed to having to pay for ours.

I will be following this matter.

Frances P. Schuler-Ellis

[REDACTED]  
Sun City, Az 85351

[REDACTED]  
\*End of Complaint\*

Utilities' Response:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Investigator's Comments and Disposition:

Responded with the following e-mail -

Ms. Schuler-Ellis -

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: 4/11/2008

Opinion No. 2008 - 67844

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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 67869**

**Date:** 4/14/2008

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

**Complaint By:** **First:** Bob **Last:** Rosecky

**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:**

4/11 \*\*\*\*\*REC'VD THROUGH CHAIRMAN GLEASON'S OFFICE\*\*\*\*\*CC'D TO ALL  
COMMISSIONERS  
DOCKET NO. W-01303A-07-0209

From: [REDACTED]  
Sent: Monday, April 07, 2008 8:09 AM  
To: Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Gleason-WebEmail; Pierce-Web  
Subject: Sun City Water Rate Increase

After reading many articles about the water rate increase in Sun City due to redoing the piping in Youngstown and the older part of Sun City, I believe that Sun City is being overcharged for the upgrades needed in Youngstown. Please reject the Arizona-American Water request for additional funding or modify/decrease the rate increase for Sun City.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

April 14, 2008

RE: Arizona American Water Company ("AAWC")

Dear Mr. Rosecky,

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Your email of 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 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: 4/14/2008**

**Opinion No. 2008 - 67869**

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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 67854 Date: 4/11/2008

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

Complaint By: First: Barbara Last: Noesges

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'D THROUGH CHAIRMAN GLEASON'S OFFICE\*\*\*\*\*

DOCKET NO. W-01303A-07-0209

From: Ban2az@aol.com [REDACTED]  
Sent: Friday, April 11, 2008 8:34 AM  
To: Gleason-WebEmail  
Subject: AZ-AM fire flow

Please don't allow the proposed fire flow project to be charged to Sun City when it is for the benefit of Youngtown and not us. Let AZ-AM and Youngtown pay for it NOT Sun City. The plan unfairly forces Sun City residents to pay for Youngtowns problems.

Thank you,  
Barbara Noesges  
Sun City, AZ  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

April 14, 2008

RE: Arizona American Water Company ("AAWC")

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Dear Ms. Noesges,

Your email of April 11, 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: 4/14/2008**

**Opinion No. 2008 - 67854**

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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 67867

Date: 4/14/2008

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

Complaint By: First: David Last: Jenkins

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:

4/11 \*\*\*\*\*REC'VD THROUGH CHAIRMAN GLEASON'S OFFICE\*\*\*\*\*  
DOCKET NO. W-01303A-07-0209

From: David W. Jenkins [REDACTED]  
Sent: Monday, April 07, 2008 9:37 AM  
To: Gleason-WebEmail  
Subject: Arizona-American Water Fire Flow Improvement Project

Dear Chairman Gleason: This project may have some merit, but none the investor's in that company cannot handle with prudence in a business like manner.

If only Youngtown pipes need replacement, why redo every pipe in the system now?. Besides, there is no proposed expiration date for the proposed 30% rate increase.

If there is no sunset built into the plan, there will never be an end to the requested increase. And the request is not only impractical but unreasonable as well. Do not support it, please. Dave Jenkins [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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April 14, 2008

RE: Arizona American Water Company ("AAWC")

Dear Ms. Jenkins,

Your email of 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 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: 4/14/2008**

**Opinion No. 2008 - 67867**

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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 - 67886

Date: 4/14/2008

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

Complaint By: First: Norbert and Margaret Last: Wedl

Account Name: Norbert and Margaret Wedl

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED] Z [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/14/2008-\*\*\*\*\*REFERRED BY CHAIRMAN GLEASON'S OFFICE\*\*\*\*\*  
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

From: mwedl [mailto:[REDACTED]]  
Sent: Friday, April 11, 2008 2:17 PM  
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-web!@azcc.gov  
Subject: Water problems-Youngtown/Sun City  
I do not want to pay for Youngtowns problems!!!!!!! Please tell AZ-AM Water Co. to get thier act together!!!!!!

Norbert L. Wedl  
[REDACTED]

From: mwedl [mailto:[REDACTED]]  
Sent: Friday, April 11, 2008 1:46 PM  
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail  
Subject: AZ-Am 's fire flow improvement plan  
SUN CITY RESIDENTS SMHOULD NOT HAVE TO PAY FOR IMPLROVEMENTS FOR YOUNGTOWN!!!!!!

Margaret Wedl  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

04/14/2008- SUBMITTED TO DOCKET CONTROL # W-01303A-07-0209

04/14/2008-Email to customers:

April 14, 2008

RE: Arizona American Water Company ("AAWC")

Dear Norbert and Margaret Wedl,

Your email of April 11, 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 at 1-800-222-7000.

Thank you,

Greg Freeman  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
\*End of Comments\*

**Date Completed: 4/14/2008**

**Opinion No. 2008 - 67886**

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**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 - 67939**Date:** 4/16/2008**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

|                      |                      |                       |
|----------------------|----------------------|-----------------------|
| <b>Complaint By:</b> | <b>First:</b> Carmen | <b>Last:</b> Corodova |
|----------------------|----------------------|-----------------------|

**Account Name:** Carmen Corodova**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:**

04/16/2008-\*\*\*\*\*REFERRED BY COMMISSIONER MUNDELL'S OFFICE\*\*\*\*\*  
OPINION OPPOSED:DOCKET NUMBER W-01303A-07-0209

04/16/2008-Customer says that she is on a fixed income and does not feel that this rate case will benefit her. Customer says that she should not have to pay for another towns' problems. Customer says that she fears that her fixed income will stay the same and her utility and HOA fees with increase. Customer does not support this rate increase.

\*End of Complaint\*

**Utilities' Response:**

n/a

\*End of Response\*

**Investigator's Comments and Disposition:**

04/16/2008- SUBMITTED TO DOCKET CONTROL # W-01303A-07-0209

04/16/2008-I told customer:

Your opinion regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Commissioner Mundell'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 comments 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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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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 at 1-800-222-7000.

Thank you,

Greg Freeman  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
\*End of Comments\*

**Date Completed: 4/16/2008**

**Opinion No. 2008 - 67939**

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**Substantiated/Un-Substantiated not yet determined**

**Notes:**