



0000084291

OPEN MEETING AGENDA ITEM  
ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 68084 Date: 4/21/2008**

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

**Complaint By:** **First:** Mary **Last:** Shoonick

**Account Name:** Mary Shoonick **Home:** (000) 000-0000

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

**City:** [REDACTED] **CBR:**

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

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

**Division:** Water

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

**Nature of Complaint:**  
\*\*\*\*\*REFERRED FROM CHAIRMAN GLEASON'S OFFICE\*\*\*\*\*

Arizona-American Water company wants a fire flow project to go through and have Sun City and Youngtown pay for it. Company states that Youngtown does not have the correct piping for it. Sun City residents should not have to pay Youngtown needs. If youngtown needs and wants it they should pay for it.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in docket no. W-01303A-07-0209 closed

\*End of Comments\*

**Date Completed:** 4/21/2008

**Opinion No. 2008 - 68084**

Arizona Corporation Commission  
**DOCKETED**

APR 22 2008

DOCKETED BY [Signature: nr]

RECEIVED  
2008 APR 22 P 4: 05  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

# 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 - 68056

Date: 4/21/2008

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

Complaint By: First: Margaret Last: Dobson

Account Name: Margaret Dobson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/18/2008 - REFERRED FROM CHAIRMAN GLEASON'S OFFICE - OPPOSED OPINION:

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

In regard to the proposed fire flow improvement plan for Youngtown, it really should be there problem, not on the backs of the people of Sun City.  
Please add my name to the list of all the people against the personal.

Thank You,

Margaret Dobson

[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/21/2008 - Correspondence Mailed to Customer:

April 21, 2008

RE: Arizona American Water Company ("AAWC")

Margaret Dobson

[REDACTED]

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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[REDACTED]

Dear Margaret Dobson,

Your letter regarding the Arizona American Water Company ("AAWC") fire flow proposal and rate case sent to Chairman Gleason's office 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 rate application.

The concerns raised in letters received from customers 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

CLOSED  
\*End of Comments\*

**Date Completed: 4/21/2008**

**Opinion No. 2008 - 68056**

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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 - 68066

Date: 4/21/2008

Complaint Description: 08E Rate Cases Items - In Favor  
N/A Not Applicable

Complaint By: First: Letty Last: Goldberg

Account Name: Letty Goldberg

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:**

4/18/2008 - REFERRED FROM CHAIRMAN GLEASON'S OFFICE - OPINION OPPOSED:

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

[REDACTED]  
[REDACTED]  
April 15, 2008

Chairman Mike Gleason  
Arizona Corporation Commission  
1200 W. Washington, Second Floor  
Phoenix, AZ 85007

Dear Mr. Gleason:

I am writing in support of the rate increase request by Arizona American Water Company to upgrade Fire Flow in Sun City Phase I, Youngtown and Peoria. I realize that this will cause an increase in my water bill, but I am concerned for the safety of my neighbors. I live in an area of Sun City that is not directly affected by the Fire Flow issue, but I work in an area that could be greatly affected and believe that it is time to upgrade these communities. Standards that were acceptable 40 to 60 years ago are now inadequate.

Please vote in favor of the rate increase request from Arizona American Water for Fire Flow improvements.

Sincerely,

Letty Goldberg  
\*End of Complaint\*

1-01303A-07-0209

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

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

4/21/2008 - Correspondence mailed to Customer:

April 21, 2008

RE: Arizona American Water Company ("AAWC")

Letty Goldberg  
[REDACTED]

Dear Letty Goldberg,

Your letter regarding the Arizona American Water Company ("AAWC") fire flow proposal and rate case sent to Chairman Gleason's office 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 rate application.

The concerns raised in letters received from customers 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

CLOSED

\*End of Comments\*

**Date Completed: 4/21/2008**

**Opinion No. 2008 - 68066**

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 - 68054

Date: 4/21/2008

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

Complaint By: First: William Last: Patrizzi

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:

\*\*\*\*\*REFERRED BY CHAIRMAN GLEASON'S OFFICE and CC'D TO ALL  
COMMISSIONERS\*\*\*\*\*

OPINION OPPOSED: DOCKET No. W-01303A-07-0209

Email Received:

From: [REDACTED]

Sent: Friday, April 18, 2008 3:43 PM

To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-web@axcc.gov; Pierce-web@axcc.gov

Subject: fire flow improvement project

[REDACTED] and strongly oppose this project

William Patrizzi  
\*End of Complaint\*

Utilities' Response:

N/A  
\*End of Response\*

Investigator's Comments and Disposition:

April 21, 2008

Emailed to Customer:

Dear William Patrizzi,

Your opinion regarding the Arizona American Water Company ("AAWC") rate application and fire flow

W-01303A-07-0209

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

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proposal sent to Chairman Gleason's office has been assigned to me. 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 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,

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

Date Completed: 4/21/2008

Opinion No. 2008 - 68054

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W1-21303A-27-2209

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68073

Date: 4/21/2008

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

Complaint By: First: Yvonne

Last: Nelson

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona - American Water Company

Division:

Contact Name: 0000

Contact Phone: 0000

Nature of Complaint:

\*\*\*\*\*CHAIRMAN GLEASON  
REFERRAL\*\*\*\*\*

Received the following e-mailed referral from CEWalzak as referred to her from Betty Camargo in Chairman Gleason's office:

From: [REDACTED]  
Sent: Wednesday, April 16, 2008 4:42 PM  
To: Gleason-WebEmail  
Cc: Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-web@azcc-gov  
Subject: FIRE FLOW SURCHARGE

Since I will be unable to attend the community meeting on April 22, 2008 due to prior commitments, I am sending this e-mail to request that you vote NO to the Arizona American Water Company's request for an increase in water rates for the Fire Flow Surcharge.

At the time I answered their original survey in regards to the concept on paying for new fire hydrants, I did not have all of the facts. I feel that residents of Sun City should not have to pay a surcharge for something that they will not benefit from. If Youngstown need the Fire Flow improvements, then the residents of that community should pay the surcharge not Sun City residents. Also, I do not think anyone should pay any company a surcharge rate for any product or service before it is received. Sometimes when things or services are paid for before receiving them, they are never received or as effective as they are advertised to be.

Thank you for reading this e-mail and listening to my opinion.

Yvonne Nelson,

W-01303A-0209

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

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a concerned Sun City resident

\*End of Complaint\*

#### Utilities' Response:

#### Investigator's Comments and Disposition:

I replied back to the customer via e-mail with the following @ 1:50pm.:

Dear Ms. Nelson:

On behalf of Chairman Gleason, I am pleased to acknowledge receipt of your e-mail regarding Arizona American Water Company's request for an increase in rates. The Chairman as well as the other Commissioner's appreciate input from customer's as yourself. Your comments will be noted as a permanent record in this rate application.

Sincerely,  
Reg Lopez  
Public Utilities Consumer Analyst II  
Utilities Division-Tucson Office 1-800-535-0148

4-21 E-mailed to Alaina Braddy @ ACC's Phx Office to have this docketed under W-01303A-07-0209. Also copied CEWalczak and Betty Camargo on the conclusion of this referral. File closed.

\*End of Comments\*

**Date Completed: 4/21/2008**

**Opinion No. 2008 - 68073**

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