

W-01303A-07-0209

ORIGINAL



0000084354

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 68101**

**Date:** 4/22/2008

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

**Complaint By:** **First:** Shirley **Last:** Ausink

**Account Name:** Shirley Ausink

**Home:** [REDACTED]

**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:**

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

Consumer is not in favor of the Arizona-American Water fire flow project. She does not think that anyone in Sun City wants to pay for Youngtown improvements either. She feels that more Sun City residents should be contacted.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

4/22/08 Opinion noted and filed in docket no. W-01303A-07-0209. closed

\*End of Comments\*

**Date Completed:** 4/22/2008

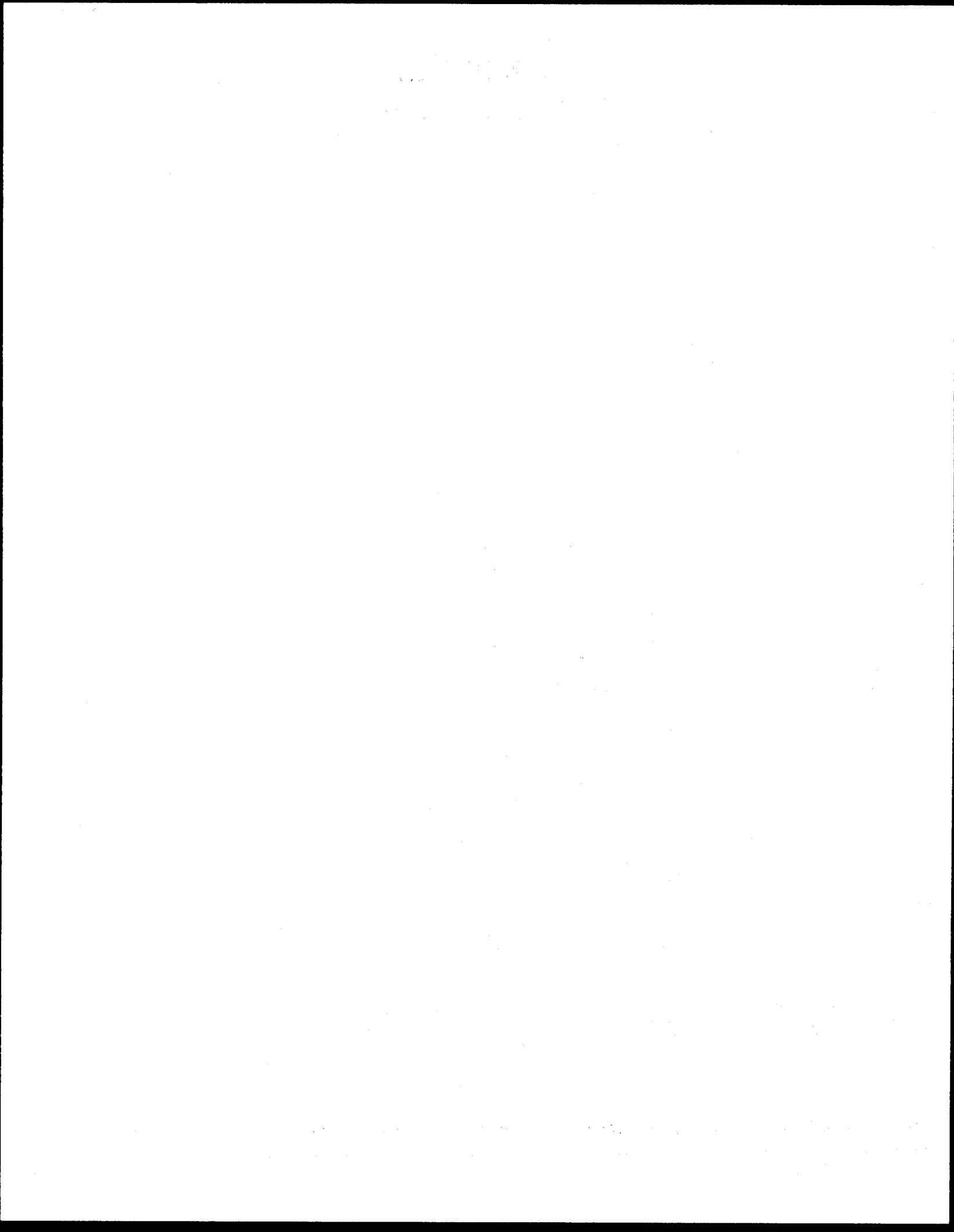
**Opinion No. 2008 - 68101**

Arizona Corporation Commission  
**DOCKETED**

APR 24 2008

DOCKETED BY [Signature]

RECEIVED  
2008 APR 24 A 10:18  
AZ CORP COMMISSION  
DOCKET CONTROL



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Greg Freeman

**Phone:** (000) 000-0000

**Fax:** (000) 000-0000

**Priority:** Respond Within Five Days

**Opinion No. 2008 - 68125**

**Date:** 4/23/2008

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

**Complaint By:** **First:** Amelia **Last:** Porta

**Account Name:** Amelia Porta

**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:**

04/23/2008-\*\*\*\*\*REFERRED BY CHARIMAN GLEASON'S OFFICE\*\*\*\*\*  
OPINION OPPOSED: DOCKET NO. W-01303A-07-0209

**Correspondence Received:**

"We don't need to waste our money"  
"No help on medication, a widow for 15 years"  
"Evedent need to make it harder for us seniors no saving anymore"  
"It is bad enough us seniors are just making it on pennies a day. Can't pay our healthcare and medication and food and house payment ive got a very small raise this year A.P.S went up Cerdo fee went up, gas went up more you are begging for money we don't have, no saving anymore."  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

04/23/2008-SUBMITTED TO DOCKET CONTROL: W-01303A-07-0209

04/23/2008-Responded with the following letter to customer-

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

Your letter 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.

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

---

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 1-800-222-7000.

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

Date Completed: 4/23/2008

Opinion No. 2008 - 68125

---

Substantiated/Un-Substantiated not yet determined

Notes: