

W-01303A-07-0209

ORIGINAL



0000084390

OPEN MEETING AGENDA ITEM  
ARIZONA CORPORATION COMMISSION

4700

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68051

Date: 4/21/2008

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

Arizona Corporation Commission  
**DOCKETED**

APR 28 2008

Complaint By: First: Stephanie Last: Davis

Account Name: Stephanie Davis @ [REDACTED]

Home: (000) 000-0000

DOCKETED BY [REDACTED] *nr*

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

4/21/08 Per Ms. Davis, she opposes the Fire Flow Plan by Arizona American Water. Her surcharges are more than her actual water bill. The bill contains Arsenic Recovery, High Block and Fire Safety Flow. She feels that they don't keep good records of situations that are going on. She would like the Arizona Corporation Commission to reject their request.

\*End of Complaint\*

Utilities' Response:

n/a

\*End of Response\*

Investigator's Comments and Disposition:

4/21/08 I advised Ms. Davis that her comments regarding the Arizona American Water Company application will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider her comments before a decision is rendered in the 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. CLOSED.

\*End of Comments\*

Date Completed: 4/21/2008

RECEIVED  
2008 APR 28 P 11:41  
Z CORP COMMISS  
DOCKET CONTROL

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 - 68198

Date: 4/25/2008

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

First:

Last:

Complaint By: Margory

Alderson

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:

04/25/2008-\*\*\*\*\*REFERRED BY CHARIMAN GLEASON'S' OFFICE\*\*\*\*\*  
OPINION OPPOSED: DOCKET NO. W-01303A-07-0209

Customer contacted the Chairman's office and left a voicemail stating she was opposed to the rate increase the Youngtown's fire flow improvement project.

(Customer did not leave any contact information)  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

N/A  
\*End of Comments\*

Date Completed: 4/25/2008

Opinion No. 2008 - 68198

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 - 68029

Date: 4/18/2008

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

First:

Last:

Complaint By: Benn

Smith

Account Name: Benn Smith

Home: [REDACTED]

Street: [REDACTED]

Work:

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:

\*\*\*\*\*REFERRED BY CHAIRMAN GLEASON'S OFFICE\*\*\*\*\*  
OPINION OPPOSED: DOCKET No. W-01303A-07-0209

Email from customer:

From: [REDACTED]  
Sent: Monday, April 14, 2008 3:03 PM  
To: Gleason-WebEmail  
Subject: AZ-AM's RATE INCREASE REQUEST

Mike Gleason,

Please do not approve above request!

Sun City should not have to pay for Youngtown's problems.

Thank you,  
Ben Smith (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**

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4/18/2008 Submitted to Docket Control

4/18/2008 Email to the customer:

Dear Ben Smith,

Your opinion regarding the Arizona American Water Company ("AAWC") rate application and fire flow 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: 4/25/2008**

**Opinion No. 2008 - 68029**

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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 - 68192

Date: 4/24/2008

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

Complaint By: First: Derek G. Last: Rennie

Account Name: Derek G. Rennie

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:

4/24/2008 - Email Received - Opinion Opposed:

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

From: Derek Rennie [REDACTED]  
Sent: Thursday, April 24, 2008 9:09 AM  
To: Utilities Div - Mailbox  
Subject: Re Arizona - American Water's Fire Flow Improvement Project

I am greatly opposed to the AZ-AM request for an increase in water charges for the so-called Fire Flow Improvement Project.

It would seem as if Sun City is viewed as nest egg for Youngtown, to help pay their 5 million dollar capital increase.

I trust the ACC will take into account that Sun City consists of senior citizens whose sole income is social security, retirement pensions, and or part time employment. The cost of living is constantly rising, and food and fuel prices hardly ever decrease.

Yours Sincerely

Derek G. Rennie  
[REDACTED]  
[REDACTED]

End of Complaint

Utilities' Response:

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

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N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

4/24/2008 - Email to Customer:

April 24, 2008

RE: Arizona American Water Company ("AAWC")

Dear Mr. Rennie,

Your email dated April 24, 2008 regarding the Arizona American Water Company ("AAWC") rate case sent the Arizona Corporation Commission ("Commission") has been received and will 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: 4/24/2008**

**Opinion No. 2008 - 68192**

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