

W-01303A-07-0209

ORIGINAL



0000084639

OPEN MEETING AGENDA ITEM
ARIZONA CORPORATION COMMISS.

4700

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68260

Date: 4/29/2008

Arizona Corporation Commission

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

DOCKETED

MAY -1 2008

First:

Last:

Complaint By: A.R. and Joyce

Colwell

DOCKETED BY [REDACTED] NR

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:

04/29/2008-*****REFERRED BY CHARIMAN GLEASON'S' OFFICE*****
OPINION OPPOSED: DOCKET NO. W-01303A-07-0209

Commissioner's Wing
1200 W. Washington
Phoenix, AZ

Dear Sirs:

As Sun City Residents, we oppose the 5 million dollar capital increase requested by the Arizona- American Water utility for the benefit of Youngtown. This is unfair, would be paid primarily by Sun City residents and would have an adverse effect on all condo owners, of which we are included. In the recent survey by AZ/AM, the Youngtown residents were unfairly represented in numbers more than Sun City inhabitants. Please vote against this resolution.

[REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

CLOSED AND FILED WITH COMMISSION.

End of Comments

RECEIVED
2008 MAY -1 A 9:46
AZ CORP COMMISSION
DOCKET CONTROL

Date Completed: 4/29/2008

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 - 68274

Date: 4/29/2008

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

First:

Last:

Complaint By: Thomas and Grace Davini

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

04/29/2008-*****REFERRED BY CHARIMAN GLEASON'S' OFFICE and CC'D to ALL
COMMISSIONS*****

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

April 29, 2008

Email from customer:

From: [REDACTED]

Sent: Saturday, April 26, 2008 7:59 AM

To: Gleason-WebEmail

Cc: Mayes-web@azcc.gov Mundell-web@azcc.gov Hatch-web@azcc.gov

Subject: AZ-AM FIRE FLOW PLAN

We would like to go on record opposing the fire flow plan for Sun City. Enough already. We feel the rate increases are enough of a burden without additional requests for capital spending for this project.

Thomas Davini

Grace Davini

[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Thomas Davni and Grace Davini:

Your letter regarding the Arizona - American Water Company ("AAWC") has been received by the Arizona Corporation Commission ("Commission") and will be placed on file to be made part of the record.

Concerns raised in letters received from customers assist the Commission in the investigation and review of the company's request. 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 concerns on AAWC Arsenic Cost Recovery surcharge. If you should have any questions relating to this issue, please feel free to call our office at (602) 542-2421.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/29/2008

Opinion No. 2008 - 68274

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 - 68273

Date: 4/29/2008

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

Complaint By: Mr. & Mrs. Lynn Canivez

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:

04/29/2008-*****REFERRED BY CHARIMAN GLEASON'S' OFFICE and CC'D to ALL
COMMISSIONS*****

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

Email from customer:

From: canivez [REDACTED]

Sent: Saturday, April 26, 2008 11:24 AM

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

Subject:

We. in Sun City, are urging you to say a resounding NO to the Fire Flow Surcharge. Contrary to some opinions, we are not all wealthy. Most of us are on fixed, limited incomes, and with all prices going up, we are going to be stretched to our limits with this surcharge which won't even benefit us. If Surprise needs this, let them pay for it.....DO NOT force us into this ill advised project.

Respectfully, but willing to voice our concerns with our votes.

[REDACTED]

Sun City, AZ

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

4/29/2008

Letter emailed to customer:

Dear Mr. & Mrs Canivez:

W. 01303 A - 07. 0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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Staff appreciates your comments and concerns on AAWC Arsenic Cost Recovery surcharge. If you should have any questions relating to this issue, please feel free to call our office at (602) 542-2421.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division

CLOSED

End of Comments

Date Completed:

Opinion No. 2008 - 68273

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 - 68272

Date: 4/29/2008

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

First:

Last:

Complaint By: Robert and Cynthia Graham

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/29/2008-*****REFERRED BY CHARIMAN GLEASON'S' OFFICE and CC'D to ALL
COMMISSIONS*****

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

From: [REDACTED]

Sent: Saturday, April 26, 2008 7:17 PM

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

Subject: Fire Flow Surcharge for Sun City

Dear Commissioners:

Please do not implement the Fire Flow Surcharge for Sun City as it is unnecessary and would place undue hardship on the majority of the elderly people of Sun City who are on fixed incomes.

Sun City is a retirement community.

Sincerely,

[REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

4/29/2008

Letter emailed to customer:

Dear Robert and Cynthia Graham:

W-0303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Your letter regarding the Arizona - American Water Company ("AAWC") has been received by the Arizona Corporation Commission ("Commission") and will be placed on file to be made part of the record.

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

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Staff appreciates your comments and concerns on AAWC Arsenic Cost Recovery surcharge. If you should have any questions relating to this issue, please feel free to call our office at (602) 542-2421.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division

CLOSED

End of Comments

Date Completed: 4/29/2008

Opinion No. 2008 - 68272

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 - 68269

Date: 4/29/2008

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

Complaint By: First: Barbara J. Last: Brauchi

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:

04/29/2008-*****REFERRED BY CHARIMAN GLEASON'S' OFFICE*****
OPINION OPPOSED: DOCKET NO. W-01303A-07-0209

Correspondence Received 4/28/2008

I am writing to voice my opposition to AZ-AM application for a surcharge to fund over sizing its system. The ACC require potable water at 2 psi and there are no requirements for 1500 gal per min fire flow. RUCCO is not in favor of the surcharge to fun the cost of over sizing its AZ-AM system.

Your careful prudent assessment will be appreciative. For those of us living on a fixed income, any surcharge will be a financial burden

Thank you-

[REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

N/A

End of Comments

Date Completed: 4/29/2008

Opinion No. 2008 - 68269

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 - 68304

Date: 4/30/2008

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

Complaint By: First: James Last: Schuh

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:

04/30/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE AND CC'D TO ALL COMMISSIONERS*****

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

From: [REDACTED]
Sent: Tuesday, April 29, 2008 5:48 PM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: water

We live in a newer section of "old" Youngtown and have adequate waterflow from our hydrants. We would like to see that the rest of "old" Youngtown, and the homes in Sun City that need more adequate flow, get the improvements that are needed. We believe that the safety of these homes is well worth the added expense.
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

4/30/2008 Letter was emailed to customer:

Dear James Schuh:

Your letter regarding the Arizona - American Water Company ("AAWC") has been received by the Arizona Corporation Commission ("Commission") and will be placed on file to be made part of the record.

Concerns raised in letters received from customers assist the Commission in the investigation and review of the

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

company's request. 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 concerns on AAWC Arsenic Cost Recovery surcharge. If you should have any questions relating to this issue, please feel free to call our office at (602) 542-2421.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/30/2008

Opinion No. 2008 - 68304

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 - 68303

Date: 4/30/2008

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

First: Last:

Complaint By: James and Rosella LaManna

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

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:

04/30/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE AND CC'D TO ALL COMMISSIONERS*****

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

---Original Message---

From: [REDACTED]
Sent: Friday, April 25, 2008 10:39 PM
To: Gleason-WebEmail; Mayes-WebEmail
Cc: Mundell-Web; Hatch-WebEmail
Subject: AZ-AM's proposal

Greetings to the Arizona Corporation Committee:

We, as condo owners in Sun City, wish to join the voices who are opposed to this un-necessary project to increase fire flow improvement. This is not a benefit to Sun City property owners and should not be allowed. We hope that you will consider this carefully and turn down this proposal.

Sincerely, [REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

4/30/2008 Letter was emailed to customer:

Dear James and Rosella LaManna:

Your letter regarding the Arizona - American Water Company ("AAWC") has been received by the Arizona Corporation Commission ("Commission") and will be placed on file to be made part of the record.

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Concerns raised in letters received from customers assist the Commission in the investigation and review of the company's request. 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 concerns on AAWC Arsenic Cost Recovery surcharge. If you should have any questions relating to this issue, please feel free to call our office at (602) 542-2421.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/30/2008

Opinion No. 2008 - 68303

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 - 68300 Date: 4/30/2008

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

Complaint By: First: Marilyn C. Last: Boike

Account Name: 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:

04/30/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE AND CC'D TO ALL COMMISSIONERS*****

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

From: [REDACTED]
Sent: Friday, April 25, 2008 5:43 AM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: Water Rate Notice

I am a Sun City, Az. property owner and object to the Sun City Water District ratepayers paying for the Fire Flow Improvement project needed only in Youngtown as it is not mandatory or needed in Sun City.

[REDACTED]

End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Dear Marilyn C. Boike:

Your letter regarding the Arizona - American Water Company ("AAWC") has been received by the Arizona Corporation Commission ("Commission") and will be placed on file to be made part of the record.

Concerns raised in letters received from customers assist the Commission in the investigation and review of the

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

company's request. 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 concerns on AAWC Arsenic Cost Recovery surcharge. If you should have any questions relating to this issue, please feel free to call our office at (602) 542-2421.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/30/2008

Opinion No. 2008 - 68300

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 - 68298

Date: 4/30/2008

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

First:

Last:

Complaint By: Cecil and Barbara Hofferth

Account Name:

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State: AZ 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 COMMISSIONER MAYES OFFICE*****
OPINION OPPOSED: DOCKET NO. W-01303A-07-0209

Dear Ms. Mayes,
We are not in favor of AZ-AM's water proposal and would like a veto from all our representatives on this issue.
The water flow in S.C. is good after hearing a lecture on it. Thank you very much.
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

4/30/2008 Emailed to customer

Dear Cecil and Barbara Hofferth:

Your letter regarding the Arizona - American Water Company ("AAWC") has been received by the Arizona Corporation Commission ("Commission") and will be placed on file to be made part of the record.

Concerns raised in letters received from customers assist the Commission in the investigation and review of the company's request. 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.

W-0130A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Staff appreciates your comments and concerns on AAWC Arsenic Cost Recovery surcharge. If you should have any questions relating to this issue, please feel free to call our office at (602) 542-2421.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/30/2008

Opinion No. 2008 - 68298
