

W- 01303A-070209

OPEN MEETING AGENDA ITEM



0000084661

ORIGINAL ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4700

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68299

Date: 4/30/2008

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

First:

Last:

Complaint By: Norman

Zimmerman

Account Name: [REDACTED]

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:

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

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

Arizona Corporation Commission

DOCKETED

From: [REDACTED]

Sent: Thursday, April 24, 2008 3:25 PM

MAY -1 2008

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

Subject: AZ-AM Fire Flow Improvement Project 4/24/08

DOCKETED BY [REDACTED] ne

Dear Commissioner,

I have seen that the City of Youngstown has a serious public safety program requiring a surcharge to fund the cost of over sizing its Fire Flow system piping. I believe The City of Youngstown should pay for that system improvement and not pass off expensing its problem onto Sun City residents.

Sincerely Yours,

[REDACTED SIGNATURE]

End of Complaint

Utilities' Response:

N/A

End of Response

RECEIVED
2008 MAY -1 P 2:05
AZ CORP COMMISSION
DOCKET CONTROL

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

5/1/2008

Letter below was emailed to customer:

Dear Norman Zimmerman:

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: 4/30/2008

Opinion No. 2008 - 68299
