

W-01303A-07-0209

OPEN MEETING AGENDA ITEM



0000084741

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ORIGINAL

4700

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68323

Date: 5/2/2008

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

Complaint By: June and Elmer C. Miller
First: Last:

Account Name: [REDACTED]

Home: (000) 000-0000

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:

5/2/2008*****REFERRED BY CHAIRMAN GLEASON'S OFFICE AND CC'D TO ALL COMMISSIONERS*****

OPINION in FAVOR: DOCKET NO. W-01303A-07-0209

From: Elmer & June [mailto:[REDACTED]]
Sent: Thursday, May 01, 2008 10:19 PM
To: Gleason-WebEmail
Subject: Fire-flo Docket # W-01303A-07-0209

Mr. Gleason, please vote for Youngtown and the surrounding communities to have larger water lines installed. If we have a major fire we could really be in serious trouble. I can remember as a child watching a large barn burn on our farm. There was no water except a deep well. Of course the barn was completely destroyed and since then I've had a healthy respect for fire. It would help to know there was adequate water available. Hopefully you can impress the need for our safety on your fellow commissioners. Thank you for any help you can give us.

June and Elmer C. Miller
[REDACTED]

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Arizona Corporation Commission
DOCKETED

MAY -5 2008

DOCKETED BY [REDACTED] NR

RECEIVED
2008 MAY -5 A 9:47
AZ CORP COMMISSION
DOCKET CONTROL

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

5/2/2008

Email to customer:

5/2/2008 Letter was emailed to customer:

Dear June and Elmer C. Miller:

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: 5/2/2008

Opinion No. 2008 - 68323

RECEIVED

MAY 2 2008

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy **Phone:** (602) 542-2070 **Fax:** (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2008 - 68322 **Date:** 5/2/2008

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

Complaint By: **First:** Valerie M. **Last:** Backus

Account Name: Valerie M. Backus **Home:** (000) 000-0000

Street: 13222 N. Cedar Dr. **Work:**

City: Sun City **CBR:** suncityval@yahoo.com

State: AZ **Zip:** 85351 **is:** E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins **Contact Phone:** (623) 815-3107

Nature of Complaint:

5/2/2008***** REFERRED BY CHAIRMAN GLEASON'S OFFICE AND CC'D TO ALL COMMISSIONERS*****
OPINION OPPOSED: DOCKET NO. W-01303A-07-0209

Email from customer:
From: Valerie Backus [mailto:suncityval@yahoo.com]
Sent: Thursday, May 01, 2008 3:52 PM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: Youngtown water flow problem

Commissioner:
I am a home owner and resident of Sun City AZ, not Youngtown. I am being told by the Recreation Centers of Sun City, the Sun City HOA, Sun City Condo Owners Assn and the Sun City Tax payers Assn. that Sun City residents are expected to pay 81 % of the Youngtown improvements to correct their water flow and hydrant problems. Let it be known that this Sun City home owner objects to this increase of rates.

Valerie M. Backus
13222 N. Cedar Dr.
Sun City, AZ 85351
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

KI-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

5/2/2008

Email to customer:

5/2/2008 Letter was emailed to customer:

Dear Valerie Backus:

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: 5/2/2008

Opinion No. 2008 - 68322
