

#W.01303A.05.0405
W-01303A-05-0910

ORIGINAL



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 68476 Date: 5/12/2008

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

Complaint By: First: Reinhold Last: Marsoner
Account Name: Reinhold Marsoner Home: [REDACTED]
Street: [REDACTED] Work:
City: Paradise Valley CBR:
State: AZ Zip: [REDACTED] is:

Utility Company: Arizona - American Water Company

Division: Water
Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:
CORRESPONDENCE RECEIVED - OPINION OPPOSED (ALSO REFER TO ACC INQUIRY NO. 68231):

RE: Docket No. W-01303A-05-0405

Reinhold Marsoner
[REDACTED]

Arizona Corporation Commission
DOCKETED

MAY 12 2008

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix AZ 85007

DOCKETED BY [REDACTED] NR

Ref: Docket Number: W-01303A-05-0405

To Whom It May Concern:

I am a resident of Paradise Valley and as such a customer of Arizona American Water. In addition to the current water charges, I am required to pay an Arsenic Recovery charge, which is described on the bill as being an EPA mandated charge. This additional charge typically comprises over 50% of my entire water bill. When I inquired about the charge, I was told that it was a federal mandate and that there is not an established time when this charge will end.

I have now been notified that Arizona American Water is asking the Commission to approve a Rate Design Agreement which includes a rate increase for the Paradise Valley Water District. This rate increase will add to the burden already being shouldered by residents of the Paradise Valley Water District who do not have a free market opportunity to choose their water supplier.

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
MAY 12 PM 1:19
RECEIVED

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Please address the significant cost of the Arsenic Recovery charge prior to reviewing any additional increases to my water bill.

Regards,

Reinhold Marsoner
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

5/12/2008 - CORRESPONDENCE MAILED TO CUSTOMER:

May 12, 2008

Reinhold Marsoner


RE: ARIZONA AMERICAN WATER COMPANY ("AAWC")

Dear Reinhold Marsoner:

Your letter regarding the Arizona American Water Company ("AAWC") rate design agreement application will be 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 on the proposed application.

Concerns raised in letters received from customers assist the Commission in the investigation and review of the application. The Commission's independent analysis of the utility and its 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 toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Service Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 5/12/2008

Opinion No. 2008 - 68476
