

W-01303A-08-0227
SW-01303A-08-0227

ORIGINAL



0000086421

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4760

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 69541

Date: 6/24/2008

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

Complaint By: First: Sandy Last: Cilley

Account Name: Sandy Cilley

Arizona Corporation Commission
DOCKETED
Home: (000) 000-0000
JUN 25 2008
Work: CBR:

Street:

City:

State: AZ Zip: 86442

is: DOCKETED BY

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From: Norman Cilley [mailto:]
Sent: Thursday, June 19, 2008 8:52 PM
To: Utilities Div - Mailbox
Subject: Arizona American Water Rate Increase

I understand Arizona American Water is requesting a rate increase. I get this news after having just spent 10 days trying to get them to repair a water leak at a meter across the street from my house. Numerous phone calls to the company and 10 days passed before it was fixed. I actually had to go to City Hall before they decided to handle the leak. That's right they allowed water to flow into the street and down the local sewer (which taxpayers also pay fees for). I am being asked to save water (we live in the dessert, after all) and they certainly don't seem concerned when they waste 10 days worth. I also was not the only one reporting the leak, many neighbors were too.

I certainly don't think a company who treats customers like this deserves an increase, not to mention what this does to people in this economy.

Oh yes, I called your office yesterday morning and the voice mail asked me to leave my name & phone number and my call would be returned within 24 hours. I received no phone call. Silly me, I actually thought you meant it.

Sandy Cilley

AZ CORP COMMISSION
DOCKET CONTROL

2008 JUN 25 A 10:11

End of Complaint

Utilities' Response:

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Responded with the following letter via e-mail:

June 24, 2008

Sandy Cilley

Dear Ms. Cilley:

Your e-mail comments regarding the Arizona-American Water Company (AAWC) rate case 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 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.

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,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227

End of Comments

Date Completed: 6/24/2008

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