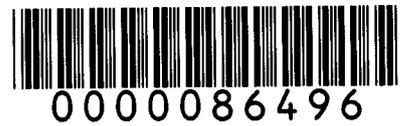


W-01303A-08-0227
SW-01303A-08-0227



ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

ORIGINAL

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 69539

Date: 6/24/2008

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

Complaint By: First: John P Last: Thomas

Account Name: John P Thomas

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

6/24/08 Docket under W-01303A-08-0227 and SW-01303A-08-0227
Received letter from Mr. Thomas

Ariz Corp Com.

Arizona American Water
Reference Arizona Document
W-01303A-08-0227

I protest the request for a rate increase. When we built a home here ten years ago we were told sewer rates would go down as more homes were built. This has not been the case! These rates increases must stop! I don't receive any!

John P. Thomas
[REDACTED]

Arizona Corporation Commission
DOCKETED

JUN 27 2008

End of Complaint

Utilities' Response:

DOCKETED BY [Signature]

Investigator's Comments and Disposition:

6/24/08 I spoke with Mr. Thomas and advised him that his letter regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Arizona American Company application.

ARIZONA CORPORATION COMMISSION
JUN 27 2008 3:55
RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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. CLOSED.
End of Comments

Date Completed: 6/24/2008

Opinion No. 2008 - 69539

W-01303A-08-0227

SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 69517

Date: 6/24/2008

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

Complaint By: **Richard McLean**

Account Name: Richard & Doris McLean

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

6/24/08 docketed under W-01303A-08-0227 and SW-01303A-08-0227

Per Mr. Richard & Mrs. Doris McLean they wanted to voice their opinion opposing to the proposed rate case request from Arizona American Water sewer service. When they first moved in the price was \$39.00, the last increase they received went up to \$49.00. Now the company is requesting a \$10.00 increase. So many people who live here are retired on a fix income. In this time when its hard to live even to buy everything else that is so expensive. This is just an insult to the customers. Deny the increase.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

6/24/08 I advised Mr. and Mrs. McLean that their comments regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Arizona American Water 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. CLOSED.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 6/24/2008

Opinion No. 2008 - 69517

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 69391 Date: 6/19/2008

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

Complaint By: **First:** Gus **Last:** Johnson

Account Name: Gus Johnson **Home:** (000) 000-0000

Street: [REDACTED] **Work:** (000) 000-0000

City: Bullhead City **CBR:**

State: AZ **Zip:** 86442 **is:**

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins **Contact Phone:** [REDACTED]

Nature of Complaint:

6/19/08 Docketed under W-01303A-08-0227

Per Mr. Gus Johnson he's against the increase because its not competitive with the surrounding utility companies in the area. Were are currently in a recession in Arizona & the rest of the nation. We don't need another increase for the people. The charges are not justified. Deny the proposed rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/19/08

I mentioned to Mr. Johnson that his comments regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Az American application.

The concerns raised in the comments 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. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 6/19/2008

Opinion No. 2008 - 69391

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax: (602) 542-2129

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

Home: ()

Street:

Work: (000) 000-0000

City: Bullhead City

CBR:

State: AZ **Zip:** 86442

is:

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

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Responded with the following letter via e-mail:

June 24, 2008

Sandy Cilley

Bullhead City, AZ 86442

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

6/25/08 This is the additional comments filed by consumer:

June 20, 2008

Arizona Corporation Commission
ATTN: UTILITIES DIVISION
1200 W. Washington, Suite 206
Phoenix, AZ 85007

RE: Arizona Document, W-01303A-08-0227

Dear Corporation Commission:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Enclosed you will find a copy of the letter we sent to our Mayor of Bullhead City outlining our frustrations with Arizona American Water and their wasting large amounts of water.

Thank you for your attention to this matter.

Sincerely,

Norman and Sandra Cilley

Bullhead City, AZ 86442

June 19, 2008

Bullhead City Hall
Attn: Mayor Jack Hakim
Bullhead City, AZ 86442

Your Honorable Mayor Hakim:

I have been extremely frustrated dealing with Arizona American Water regarding a meter leak across the street from my house. I think this is definitely a situation that needs to be addressed. I value your time and realize you are a very busy person. I will outline the situation for you.

1. On June 10, my husband and I discovered a leak in the meter across the street from our house. An orange traffic cone had been placed on the meter and several orange paint marks were around the meter. (Of course it appeared someone must know about it).
2. June 12, we decided we should call Arizona American Water to make certain they were aware of the situation. The water was flowing rather rapidly over the curb and into the sewer. They took the report and said someone would be out.
3. June 13, we called again to say it was still leaking. They said someone will be out.
4. We called our out of town neighbors to tell them. They later called us back to say they had called Arizona American Water and were told someone had looked at it (this was Friday around noon) and they could not have a crew out until next week.
5. Over the weekend we discovered another leak in our less than 3 year old neighborhood.
6. The following week we waited 2 more days and nothing was done. On Wednesday, June 18 we again called Arizona American Water. We waited on the phone while they contacted the field office. We were told they were filling out another report to send to the field office.
7. On Wednesday our next door neighbor also called figuring if we banded together maybe we could get this leak fixed.
8. On Thursday (today) we called City Hall as well as our neighbor. We were directed to our SID's district office. We told them about the leak. Our neighbor spoke to someone in your office. Something worked! Today 10 days later somehow we got the leak fixed. WOW! We are exhausted!

Mayor we can't tell you how frustrating this experience has been. Something is broken besides water meters in

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Bullhead City. I truly hope you can do something. I just read in the paper that Arizona American Water is asking for a rate increase. Maybe if they fixed their leaks a little faster this would be unnecessary. This is not to mention the amount of water that went down our sewer.

What can you do to help the situation with these unaccountable water companies we seem to have? This system is not working.

Thank you for your time in this matter.

Sincerely,

Norm and Sandy Cilley

End of Comments

Date Completed: 6/24/2008

Opinion No. 2008 - 69541

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2008 69580

Date: 6/25/2008

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

Complaint By: **First:** Sterling **Last:** Varner

Account Name: Sterling Varner

Home: /

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ **Zip:** 00000

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****REFERRED FROM CHAIRMAN GLEASON'S OFFICE*****

June 18, 2008

Az. Corporation Commission
1200 W. Washington
Phoenix, Az. 85007
Attn: Mike Gleason

RE: Substantial rate increase in short period of time. (W-01303A-08-0227)

Dear Mr. Gleason

I am questioning why Az. American Water is requesting a rate increase of \$10.00 per month, which would be \$20.00 in the last three years. FMTUA rate is approximately \$25.00 per month and Bullhead City is approximately \$25.00. Why should ours be more than double their rates?

Az American sells the effluent water to Desert Lakes Golf Course and the developer at no cost to Az. American installed the infrastructure.

All residential sewer lines and sewer connections are installed by the developer at his expense and given back to Az. American at no cost. When a new tract is built the developer pays upfront for every lot that may have a house someday. This sum is unknown, but is approximately \$500.00.

We don't have the wastewater output that an area like Phoenix has because we have a lot of retired people, seasonal residents and small families. I realize they are expanding the plant, but they have some 2000 hookups that should generate enough money to expand the plant without raising our rates. The amount of monies they collect from developers for capacity fees should more than cover the plant expansion. These are some of the

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

reasons why we feel our monthly bill is already too high. Please deny the rate increase for Az. American Water.

Sincerely,
Sterling Varner
Concerned customer

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/25/08 I contacted consumer and informed him that his comments have been received and will be filed in the permanent docket and distributed to Commissioners and staff. He appreciated the call. closed

Filed in Docket No. W-01303A-07-0227 & SW-01303A-08-0227

End of Comments

Date Completed: 6/25/2008

Opinion No. 2008 - 69580
