

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



ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4-10

RECEIVED

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

JUN 11 A 9:35

Opinion No. 2008 - 69415

Date: 6/20/2008

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

Complaint By: **First:** Norman **Last:** Cilley

Account Name: Norman Cilley

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: 8 [REDACTED]

is: [REDACTED]

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

OPPOSED OPINION:

RE: Docket No. W-01303A-08-0227
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Customer does not believe AAWC should be granted approval of the company's request for an increase in rates. Customer explained that AAWC provides poor customer service, which makes it difficult for customers to receive adequate assistance and information from the company when in need.

Per customer, "why should customer's continue to pay higher rates for inadequate water service and customer service received from AAWC", "What does the company, AAWC intend to provide its customers".

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

Advised the customer that his opinion would be docketed and made part of the record. I thanked the customer for taking the time to express his comments and concerns in this matter, as each opinion makes a difference and is taken into consideration by the Commission.

Customer appreciates the information and assistance provided. CLOSED

End of Comments

Date Completed: 7/10/2008