

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



ARIZONA CORPORATION COMMISS.

RECEIVED

ORIGINAL

UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion No. 2008 - 71977 Date: 10/7/2008

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

Complaint By: First: PETITION Last: PETITION

Account Name: Robert J. and Lori L. Rejzek Home: [REDACTED]
Street: [REDACTED] Work: [REDACTED]
City: Fort Mohave CBR: [REDACTED]
State: AZ Zip: [REDACTED] is: [REDACTED]

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

****REFERRED FROM CHAIRMAN GLEASON'S OFFICE***** (OPINION OPPOSED - MOHAVE WASTE WATER DISTRICT):

RE: Docket No. W-01303A-08-0227
SW-01303A-08-0227

-----Original Message-----

From: Robert [REDACTED]
Sent: Monday, October 06, 2008 4:29 PM
To: Mayes-WebEmail; Mundell-Web; Gleason-WebEmail; Hatch-WebEmail; Pierce-Web
Subject: PLEASE VOTE NO ON AZ WATER CO. PROPOSED RATE INCREASE OF CLOSE TO 100%

Honorable Arizona Corporation Commission Chairman, and All Of The Honorable Commissioners; RE: W-01303A-08-0227

PLEASE EACH AND EVERY ONE OF YOU MUST VOTE NO ON THIS PROPOSED RATE INCREASE!

Arizona Water Company Received a Substantial Wastewater Rate Increase of \$10. per month just in January 2006.

NOW Here they come with a proposed rate increase which will ALMOST DOUBLE OUR WASTEWATER BILL FROM \$49.65 a month to an ungodly, unjust, unfair and totally ridiculous amount of \$89.10 per month! NO COMPANY NEEDS A RATE INCREASE OF THAT MUCH!

This area is full of elderly retirees barely existing on minimal fixed incomes, who just cannot afford an increase like this!

I see folks in my neighborhood already cutting back on food, prescription drugs, and travel, well that is almost none at all.

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A RATE INCREASE OF THAT PROPORTION IS ABSOLUTELY REDICULOUS AND SHOULD NOT EVEN SEE THE LIGHT OF DAY, LET ALONE BE CONSIDERED FOR PASSAGE! I can understand a rate increase of say \$10. a month again. BUT Only if it's deemed absolutely necessary by you.

I Have Included the most recent document AZ Water Co. has sent to ALL the customers in the Mohave Wastewater District.

What I am NOT sure about is if this is the same proposed rate increase filed for under the above number W-01303A-08-0227, OR IF THIS IS IN FACT ANOTHER NEWLY GENERATED PROPOSED RATE INCREASE! IF SO, I DO NOT KNOW WHAT NUMBER IT IS BUT YOU WOULD!

Please, please do not let this company get away with raising our wastewater rates to such a degree that we are forced into NOT FLUSHING OUR TOILETS, just so we can pay the exhorbitant wastewater bill!

The Neighborhood of Fairway Estates in Fort Mohave, Arizona 86426 Thank You So Much For Your Support In This.

Robert J. and Lori L. Reizek
[REDACTED]

Steven and Carol Campion
[REDACTED]

Ida Jean and Roy Gray
[REDACTED]

Walter and Karol Winiarczyk
[REDACTED]

Richard and Yvonne Miller
[REDACTED]

Leo and Victoria St. Lawrence
[REDACTED]

Ruehl and Linda Callahan
[REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

10/7/2008 - Email to Customer:

RE: Arizona American Water Company ("AAWC")

Dear Robert J. and Lori L. Rejzek,

Your email dated October 6, 2008 regarding the Arizona American Water Company ("AAWC") rate case sent to Chairman Gleason's office 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 take your comments into

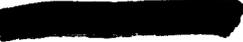
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

consideration before a decision is rendered in the AAWC application.

Concerns raised in letters received from customers assist the Commission within 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.

Commission 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.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division


CLOSED
End of Comments

Date Completed: 10/7/2008

Opinion No. 2008 - 71977

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

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UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 71980

Date: 10/7/2008

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

Complaint By: First: Larry & Judy Last: Suydam

Account Name: Larry & Judy Suydam

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received (Opinion Opposed): ****Mohave Wastewater District****

RE: Docket No. W-01303A-08-0227
SW-01303A-08-0227

From: Larry & Judy [REDACTED]
Sent: Monday, October 06, 2008 12:55 PM
To: Utilities Div - Mailbox
Subject: wastewater

We got a letter today from Arizona American Water, saying our wastewater monthly fee will be going from 49.65 a month to 89.10 a month. There is no way we can afford a rate hike like this. We are on a fixed income and the electric bill is already taking a great deal of our monthly income. I know there are a lot of seniors here with the same problem....Please don't allow this horrific rate increase. Thank you... Judy Suydam 6152 Via Del Aqua Dr. Fort Mohave, AZ 86426

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Email to Customer:

RE: Arizona American Water Company ("AAWC")

Dear Larry & Judy Suydam,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your email dated October 6, 2008 regarding the Arizona American Water Company ("AAWC") rate case sent to Arizona Corporation Commission will be placed on file with the Docket Control Center of the Commission to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the AAWC application.

Concerns raised in letters received from customers assist the Commission within 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.

Commission 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 or local (602) 542-4251.

Thank you

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 10/7/2008

Opinion No. 2008 - 71980

W-01303A-08-0227
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UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72014

Date: 10/8/2008

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

Complaint By: First: Alfred L. Last: Coffern

Account Name: Alfred L. Coffern

Home: [REDACTED]

Street: [REDACTED] St.

Work:

City: Lake Havasu City

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

10/8/2008 - CORRESPONDENCE RECEIVED (OPINION OPPOSED - AAWC HAVASU WATER DISTRICT):

RE: Docket No.'s W-01303A-08-0227
SW-01303A-08-0227

Oct. 3, 2008

To: ARIZONA CORPORATE COMMISSION

FROM: A.L. Coffern

SUBJECT: Arizona American Water Co. rate increase request

Dear Commissioners,

I am writing to you to register my vigorous displeasure with AZAM Water's attempt to gain a rate increase that averages out to 136%.

I resent their devious method of announcing it by saying "it's only \$1.04 per day increase". Why don't they include the true math that shows what percent increase and how much per thousand gallons it actually is???

Second, my neighbors and I firmly believe they are attempting to use a rate increase to expand their facilities instead of borrowing from the financial market to do so, as other Utility Companies do. This is wrong!!!

This rate increase comes on the heels of a huge increase of 23% by UNISOURCE ELECTRIC a few months ago. Do you people ever say "NO" to these companies or just rubber stamp their demands????? MAKE AZAM WATER CO. PROVE THEY NEED THIS AND THAT IT IS NOT A PLOY TO GET CAPITAL FOR EXPANSION!!!

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A.L. Coffern
[REDACTED]

Lake Havasu City, [REDACTED]
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

10/8/2008 - Correspondence Mailed to Customer:

October 8, 2008

Alfred L. Coffern
[REDACTED]

Lake Havasu City, AZ 86404

RE: ARIZONA AMERICAN WATER COMPANY ("AAWC")

Dear Alfred L. Coffern:

Your letter 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,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 10/8/2008

Opinion No. 2008 - 72014