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ORIGINAL

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM RECEIVED

Investigator: Trish Meeter

Phone: [REDACTED] 2008 OCT 14 Fax: [REDACTED]

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Opinion No. 2008 72066 Date: 10/10/2008

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

Complaint By: First: Judy Last: Pemberton

Account Name: Judy Pemberton Home: (000) 000-0000

Street: [REDACTED] Work: [REDACTED]

City: Bullhead City CBR: [REDACTED]

State: AZ Zip: 86426 is: [REDACTED]

Utility Company: Arizona - American Sewer Company

Division: sewer

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

Nature of Complaint:

10/9  
From: Judy Pemberton [REDACTED]  
Sent: Thursday, October 09, 2008 1:32 PM  
To: Utilities Div - Mailbox  
Subject: American Water Wastewater Rate Increase...Mohave County

Arizona Corporation Commission  
DOCKETED

DOCKETED BY [REDACTED] [Signature]

To Whom It May Concern:

I received a letter from Arizona American Water Company advising they had requested a rate increase for wastewater service in the amount of

\$39.45 per month. I attended a meeting today and we turned out in large numbers to protest the increase.

Their spokesperson stated that they have approximately 1200 customers in our area and that they have doubled their plant capacity. Surely, in this economic atmosphere, we cannot be expected to bear the burden for future customers that may or may not connect service on their system.

Per your website, they had a rate increase in 2004 and Sun City West Wastewater was only increased \$1.61 a month. I know that they have many more customers in that community to share the burden. However, the amount they are asking us to pay is out of line with what you allowed during that rate increase.

Please understand that we are a retirement community also and do not have renewable income. There are members of our community that feel lucky to make their mortgage payments or pay for their drugs each month. In addition, some have seen a tremendous drop in any investment they have and, at this point, we have no idea how that will impact us. We urge you to take a long look at their rate increase and vote against their request.

Sincerely,

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Judy Pemberton

[REDACTED]  
Fort Mohave, AZ 86426  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

10/10  
October 10, 2008

RE: ARIZONA AMERICAN SEWER CO.

Dear Ms. Pemberton:

Your email regarding the Arizona American Sewer Co. ("AASC") 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 AASC application.

The concerns raised in letters and emails 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 in-state toll free at (800) 222-7000.

Sincerely,

Trish Meeter  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
\*End of Comments\*

**Date Completed:** 10/10/2008

**Opinion No.** 2008 - 72066

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