

W. 01303A.08.0227
SW. 01303A.08.0227



ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

470

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72090

Date: 10/14/2008

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

Complaint By: First: Allan & Rebecca Last: Parker

Account Name: Allan & Rebecca Parker

Home: [REDACTED]

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:

10/10 Docket No. SW 01303A-08-0227 Ft Mohave

10/7/2008

Allan and Rebecca Parker

Ft Mohave, AZ 86426

Phone (Home): [REDACTED]

Docket you wish to comment on: Rate Increase
Case or Utility Name: Arizona American Water
Docket Number: W-0130A-08-0227
Position on Docket: Con

Arizona Corporation Commission

DOCKETED

OCT 15 2008

DOCKETED BY [Signature]

AZ CORP COMMISSION
DOCKET CONTROL

2008 OCT 15 P 2:08

RECEIVED

This is way too much. What about the people living on fixed incomes who can hardly make ends meet as it is. First the electric company doubled our bills, now you want to do the same. Do you realize it will cost us \$3.00 a day to flush our toilets. With the increase of residents in this valley, you should be able to obtaining enough money to take care of the needs. Why is the Indian company so cheap?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/14
October 14, 2008

RE: ARIZONA AMERICAN WATER CO.

Dear Mr. & Ms. Parker:

Your letter regarding the Arizona American Water Co. ("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 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
Utilities Division
Arizona Corporation Commission
End of Comments

Date Completed: 10/14/2008

Opinion No. 2008 - 72090

WS-01303A-08-0227
S-01303A 08-0227

ARIZONA CORPORATION COMMISSION

Mohave County

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72103

Date: 10/14/2008

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

Complaint By: **First:** Irene J. **Last:** Day

Account Name: Irene J. Day **Home:** (000) 000-0000

Street: n/a **Work:** (000) 000-0000

City: [REDACTED] **CBR:**

State: AZ **Zip:** 00000 **is:**

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: N/A **Contact Phone:** n/a

Nature of Complaint:
*****MOHAVE COUNTY*****

Consumer is opposed to the rate increase requested by AAWC. She states that the company wants to increase the rate to \$89.00 a month for sewer services only. Consumers cannot afford this type of increase especially with the economy being so bad at this time. Ft. Mohave has a lot of Senior Citizens and most of them are on fixed incomes and can't afford more expenses. This is not right to ask for an increase at this time.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I explained to consumer that her opinion would be filed in the AAWC rate case docket. Closed

Filed in Docket No. W-01303A-08-0227
End of Comments

Date Completed: 10/14/2008

Opinion No. 2008 - 72103

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

10/15
October 15, 2008

RE: ARIZONA AMERICAN WATER CO.

Dear Mr. Smith:

Your letter regarding the Arizona American Water Co. ("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 in-state toll free at (800) 222-7000.

Sincerely,

Trish Meeter
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 10/15/2008

Opinion No. 2008 - 72135
