

W-01303A-08-0227
5W-01303A-08-0227

ORIGINAL



0000089801

ARIZONA CORPORATION COMMISSION

Mohave County

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Inquiry No. 2008 72185

Date: 10/16/2008

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

Complaint By: **Leo J. Shortt**

Account Name: Leo J. Shortt

Home:

Street:

Work: (000) 000-0000

City:

CBR:

State: AZ **Zip:**

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

10/9/08

Leo Shortt

Arizona Corporation Commission
DOCKETED

OCT 17 2008

Phone: 928-768-3144



Docket you wish to comment on: Rate Increase
Case or Utility Name: Arizona American Water
Docket Number: W-01303A-08-0227
Position on Docket: con

The rate increase that Ariz American Water wants to increase is ridiculous. We live in a retirement community, and most of us retirees are on a fixed income, just another way to delete our incomes & we are tired of increases to flush our toilets.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

October 16, 2008

Leo J. Shortt

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

OCT 17 3:42

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: ARIZONA-AMERICAN WATER COMPANY
DOCKET NO. WS - 01303A-08-0227

Dear Mr. Shortt:

Your opinion regarding the Arizona-American Water Company ("Company") 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 Company's 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
Consumer Service Specialist
Utilities Division

Filed in docket no. W-01303A-08-0227 & SW-01303A-08-0227
End of Comments

Date Completed: 10/16/2008

Inquiry No. 2008 - 72185

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you,
Jim & Sarah McLaurine
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

October 16, 2008

Sarah and Jim McLaurine

RE: ARIZONA-AMERICAN WATER COMPANY
DOCKET NO. WS - 01303A-08-0227

Dear Mr. and Mrs. McLaurine:

Your opinion regarding the Arizona-American Water Company ("Company") 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 Company's application.

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Sincerely,

Carmen Madrid
Consumer Service Specialist
Utilities Division

Filed in docket no. W-01303A-08-0227 & SW-01303A-08-0227
End of Comments

Date Completed: 10/16/2008

Opinion No. 2008 - 72187

W-01303A-08-0227

TW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax: () 29

Priority: Respond Within Five Days

Opinion No. 2008 72188

Date: 10/16/2008

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

Complaint By: **First:** Sherry **Last:** McClelland

Account Name: Sherry McClelland

Home:

Street:

Work: (000) 000-0000

City:

CBR:

State: AZ **Zip:**

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

10/13/08

Sherry McClelland

Phone (Home):

Name of Utility Co.: Arizona American

Name on Bill: Same

Account Number: .

Company Contacted:

We don't believe we should have our monthly cost almost DBLD, to pay for your Infrastructure. It was high enough when you went up 20% last time.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

October 16, 2008

Sherry McClelland

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: ARIZONA-AMERICAN WATER COMPANY
DOCKET NO. WS - 01303A-08-0227

Dear Ms. McClelland:

Your opinion regarding the Arizona-American Water Company ("Company") 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 Company's application.

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Sincerely,

Carmen Madrid
Consumer Service Specialist
Utilities Division

Filed in docket no. W-01303A-08-0227 & SW-01303A-08-0227
End of Comments

Date Completed: 10/16/2008

Opinion No. 2008 - 72188

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

ARIZONA CORPORATION COMMISSION

Mohave County

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2008 72191

Date: 10/17/2008

Complaint Description: 08A Rate Case Items - Opposed
08D Rate Case Items - Hearing/PC Meeting

First:

Last:

Complaint By: Victor W.

Howard

Account Name: Victor W. Howard

Home: ()

Street:

Work: (000) 000-0000

City: E

CBR:

State: AZ **Zip:** ()

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE COUNTY SEWER RATES*****

10/13/08

VICTOR W. HOWARD

Phone (Home): ()

Alternate Phone (Daytime):

Email:

Name of Utility Co.: Arizona American Water

Name on Bill: Victor Howard

Account Number:

Company Contacted:

Less than 2 yrs ago, Arizona American Water was allowed to increase our monthly charge from \$40 to \$50 which is a 25% increase. Now, with their application on Docket No. SW-01303A-08-0227 they are requesting an additional nearly \$40 per month which equates to an 80% increase. At the meeting they conducted in Mohave Valley, Az on Oct. 9, 2008 they attempted to justify it by stating they needed to double the capacity of their processing plant even though their account base did not support it. I believe they had to have planned the expansion several years ago when the real estate market was booming and expected the account base to grow. To me, that was a capital risk they made on their own and is not one the present customers should bear. (see attached for additional comments)

I understand that the AVI Indian tribe provides sewer service for the homes on the street immediately west of Tableau (Mission) and their charge remains at a reasonable rate of \$28.00. If the tribe can provide these services off their tribal lands, there is no reason to believe a private company could not do the same.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Any privately held company providing utility service, when their rates are regulated by a gov't agency such as yours, should still be subjected to "risk and reward" when it comes to capital investment. Because they chose to expand to the degree they have over the years, both in expanding their sewer lines beyond the original area they served and of the processing plant itself, they should absorb the cost and we, the consumer should expect a periodic reasonable rate adjustment to cover only the operating costs. In this case they are trying to recover both as quickly as possible. The fact we have the 25% raise recently should be sufficient to cover the operating costs for the services they provide their CURRENT customers.

Please consider having your hearings in the Mohave Valley area so a reasonable percentage of the customers can attend and comment. Since it appeared that around 200 people (somewhat hostile) showed up at the October 9th meeting of Arizona American Water, you may want to consider breaking the participants into smaller groups. Using street names/addresses or owner names alphabetic would be two of many ways you could do this. Thank you for considering my comments in your future decisions and please notify me when your hearing take place.

Victor W. Howard
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/17/08 I contacted consumer and he states that this company just had a rate increase. They should not be allowed to raise the rates again. He states that the company told them that they were requesting this amount of an increase because this is what the ACC would probably allow. The economy is in a bad state at this time and consumers cannot afford higher rates. I informed him that his comments and opinion would be filed in the docket and he could view it on line. He appreciated the follow up call and information. Closed

Filed in docket no. W-01303A-08-0227 and SW-01303A-08-0227
End of Comments

Date Completed: 10/17/2008

Opinion No. 2008 - 72191

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

October 17, 2008

Gary Cheatley

RE: ARIZONA-AMERICAN WATER COMPANY
DOCKET NO. WS - 01303A-08-0227

Dear Mr. Cheatley:

Your opinion regarding the Arizona-American Water Company ("Company") 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 Company's application.

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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
Consumer Service Specialist
Utilities Division

Filed in docket no. W-01303A-08-0227 & SW-01303A-08-0227
End of Comments

Date Completed: 10/17/2008

Opinion No. 2008 - 72200

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

October 17, 2008

Forrest McKenna
2227 Brookfield Drive
Bullhead City, AZ 86442

RE: ARIZONA-AMERICAN WATER COMPANY
DOCKET NO. WS - 01303A-08-0227

Dear Mr. McKenna:

Your opinion regarding the Arizona-American Water Company ("Company") 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 Company's application.

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Sincerely,

Carmen Madrid
Consumer Service Specialist
Utilities Division

Filed in docket no. W-01303A-08-0227 & SW-01303A-08-0227
End of Comments

Date Completed: 10/17/2008

Opinion No. 2008 - 72202

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

the needs changed.

2. I would like to receive a map of the certificated area for the Mohave waste water district. This rate case includes a water area also, but I am only interested in the Mohave waste water area. I would also like to see any changes to the boundaries that have occurred over the last 20 years i.e. additions or deletions to the service area. Again, just the waste water service area, not fresh water area.

3. There is also an issue with sewer odor in the area served by this water treatment plant. I have included a report by the Arizona Department of Environmental Quality dated 1/8/08. I have reported continuing odor which still occurs, but have not received any further reply. We spoke to the operations manager, Dave Evans, at the utility's public meeting on 10/09/08. He said the odor was from another sewer system (Fort Mohave). NOT TRUE!. I live near the plant and walk by Arizona American's plant every day and the odor source is from Arizona America's system.

Please respond to items 2 and 3 by phone or email.

Signed,

Margaret Gillman

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/17/08 I contacted consumer and informed her that the opinion had been received and will be filed in the Arizona-American Water Company docket. I also explained that her complaint will be distributed to Commissioners and staff involved. This complaint will also be public record and can be viewed on-line. I provided instructions to her on how to access this docket. Also, I informed her that her request for maps will have to be made with the Mapping Section and that I did not know if there was a fee for maps. I provided her with the telephone number for mapping. She appreciated the information. Closed

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

End of Comments

Date Completed: 10/17/2008

Opinion No. 2008 - 72205

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

October 17, 2008

John and Helena Jenkins

RE: ARIZONA-AMERICAN WATER COMPANY
DOCKET NO. WS - 01303A-08-0227

Dear Mr. and Mrs. Jenkins:

Your opinion regarding the Arizona-American Water Company ("Company") 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 Company's application.

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Sincerely,

Carmen Madrid
Consumer Service Specialist
Utilities Division

Filed in docket no. W-01303A-08-0227 & SW-01303A-08-0227

(faxed copy of complaint to ADEQ at 602-771-2218)

End of Comments

Date Completed: 10/17/2008

Opinion No. 2008 - 72207
