

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



**ORIGINAL ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM**

4760

**Investigator:** Al Amezcua      **Phone:** [REDACTED]      **Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 - 72307**      **Date:** 10/22/2008 Arizona Corporation Commission

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

**DOCKETED**

OCT 24 2008

**Complaint By:** **First:** Esther Mary      **Last:** Russell

**Account Name:** Esther Mary Russell

**Home:** (000) 000-0000

DOCKETED BY [Signature]

**Street:** [REDACTED]

**Work:** (000) 000-0000

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

**City:** Lake Havasu City

**CBR:**

RECEIVED

**State:** AZ      **Zip:** 86404

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** Karl Wilkins

**Contact Phone:** (623) 815-3107

**Nature of Complaint:**

10/22/08 Docketed under W-01303A-08-0227

Havasu Water District

Per Ms. Russell, she opposes the request to increase her water rates in Lake Havasu City. She lives on Social Security and can't afford additional expenses. She feels that the company should take better care of their equipment to prevent loss or damages. That should be their process as the years go by. It's hard on senior citizens to pay higher cost in utilities on a fix income. Especially with the way the economy is.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

10/22/08 I advised Mr. Russell that her comments regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the 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. CLOSED.

\*End of Comments\*

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

---

**Date Completed: 10/22/2008**

**Opinion No. 2008 - 72307**

---