

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Good afternoon Mr. Mckee,

RE: Arizona American Water Company

Your e-mail regarding the Arizona American Water Company ("AZ-American") 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 AZ American 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.

Sincerely,

Alfonso Amezcua
Arizona Corporation Commission
Utilities Division
Consumer Services


End of Comments

Date Completed: 10/24/2008

Opinion No. 2008 - 72381

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72380

Date: 10/24/2008

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

Complaint By: **First:** Steve **Last:** Montoya

Account Name: Steve Montoya

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Bullheay City

CBR: [REDACTED]

State: AZ **Zip:** 00000

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/24/08 MOHAVE WASTEWATER DISTRICT.

Received email from Mr. Montoya.

From: Steve [mailto:[REDACTED]]
Sent: Thursday, October 23, 2008 2:54 PM
To: Utilities Div - Mailbox
Subject: Fight exorbitant wastewater rate hike No:SW-01303A-08-0227

My name is Steve Montoya and I live in Bullhead City AZ. The lady next to me stopped me as I was getting in my car and showed me this proposal No:SW-01303A-08-0227.This is not a good time to raise any of our bills, I am having a very hard time to make ends meet and that is with two of our incomes. Please reconsider this bad idea)

(STEVE)
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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