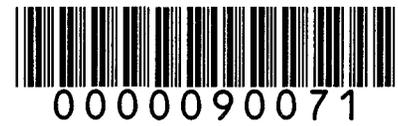


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01303A-08-0227
01303A-08-0227



4700

ORIGINAL ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

Investigator: Brad Morton Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72445 Date: 10/28/2008

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

Complaint By: First: Joanne Last: Keller

Account Name: Joanne Keller Home: [REDACTED]

Street: [REDACTED] Work:

City: Bullhead City CBR:

State: AZ Zip: 86442 is:

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

Docket No SW -01303A-08-0227
W 01303A-08-0227

I am writing to request that you do not pass the proposed water rate increase. This increase will double the water bill for all. In this economy, no one can afford an increase like this. A small raise is one thing, but this amounts to robbery. Please deny this request to raise our rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer, confirmed receipt of opinion and advised will be docketed for Commissioners.

End of Comments

Date Completed: 10/28/2008

Opinion No. 2008 - 72445

DOCKETED
2008 OCT 29 12:49

Arizona Corporation Commission

DOCKETED

2008 OCT 28 2008

RECEIVED

APPROVED BY [Signature]

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: ([REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72483

Date: 10/29/2008

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

Complaint By: First: Donald M Last: Clyde

Account Name: Donald M Clyde

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW 01303A-08-0227
W 01303A-08-0227

Arizona Water is requesting a rate increase (above docket No) of almost double my current wastewater bill of \$49.76 per month. This is an exorbitant rate increase. When I bought this house in February 2005 I was paying \$39.84 per month for this service. Arizona American raised my rates to \$49.76 in June 2007.

They now want to raise the rates to almost double the current rate of \$49.76. From \$39.84 to almost \$90 a month in just three years is extremely exorbitant. Please do not grant this request. It is completely out of line.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer, confirmed receipt of opinion and explained it will be docketed.
End of Comments

Date Completed: 10/29/2008

Opinion No. 2008 - 72483