

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



0000090103

ARIZONA CORPORATION COMMIS

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72600

Date: 10/30/2008

Complaint Description:

08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By:

First:

Rick

Last:

Frazier

Account Name:

Rick & natalie Frazier

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

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Arizona Corporation Commission

DOCKETED

OCT 30 2008

From: - ----

Fort Mohave, AZ 86426

DOCKETED BY [Signature]

RECEIVED
OCT 30 PM 4:14
DOCKET CENTER

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

high percentage of connected services. [REDACTED]

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit. [REDACTED]

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us. [REDACTED]

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and docketing.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72600

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: (602) 548-9120

Priority: Respond Within Five Days

Opinion No. 2008 - 72602 Date: 10/30/2008

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

Complaint By: First: Chris Last: Giordanella

Account Name: Chris & Tina Giordanella 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

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - ----

Fort Mohave, AZ 86426

Dear Commissioner:

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UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and docketing.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72602

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 - 72590

Date: 10/30/2008

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

Complaint By: **First:** Harold L **Last:** Shultz

Account Name: Harold L Shulz

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

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - ----

Fort Mohave, AZ 86426

Dear Commissioner:

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UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and docketing.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72590

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 - 72592 Date: 10/30/2008

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

Complaint By: First: Keith Last: Seaman

Account Name: Keith & Pauline Seaman

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

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - ----

Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and docketing.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72592

3W 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 - 72595

Date: 10/30/2008

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

Complaint By: First: Richard L. Last: Swanson

Account Name: Richard L. Swanson

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

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - _____

Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

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We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

high percentage of connected services. [REDACTED]

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

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It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit. [REDACTED]

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and docketing.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72595

3w 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 - 72597

Date: 10/30/2008

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

Complaint By: **First:** Ronald **Last:** Jenner

Account Name: Ronald & Linda Jenner

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

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - ----

Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and docketing.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72597

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 - 72587

Date: 10/30/2008

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

Complaint By: **First:** Son Nguyen **Last:** Do

Account Name: Son Nguyen Do

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

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - _____

Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

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UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and docketing.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72587

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 - 72585 Date: 10/30/2008

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

Complaint By: First: Margaret Last: Robinson

Account Name: Margaret Robinson 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

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - ----

Fort Mohave, AZ 86426

Dear Commissioner:

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and docketing.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72585

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 - 72584

Date: 10/30/2008

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

Complaint By: First: Perry Last: Buchanan

Account Name: Perry & Lettie L Buchanan

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

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - ----

Fort Mohave, AZ 86426

Dear Commissioner:

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UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and docketing.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72584

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 - 72558 Date: 10/30/2008

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

Complaint By: First: Gilbert Last: Villalobos

Account Name: Gilbert & Terry Villalobos Home: [REDACTED]

Street: [REDACTED] Work:

City: Irvine CBR:

State: CA Zip: 92602 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 you to oppose Arizona American Water increase as noted. The American people due to the high cost of gas, food and other utilities increases are having difficulty already trying to pay their bills. With unemployment the highest ever and housing and what little savings being used to try to survive, please help us in voting no to this 59% increase.

Arizona American Water should look within, I'm sure they can find ways to lower their cost. I am a retired person living on a fix income, this 59% increase will create financial difficulty to other retirees like myself. This is not the time for these increases. Please vote no.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called customer to acknowledge receipt of opinion and docketing.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72558

W. 01303A. 08. 0227
SIN. 01303A. 08. 0227

FT. MOHAVE

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 72589 **Date:** 10/30/2008

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

Complaint By: **First:** Betty **Last:** Raff

Account Name: Betty Raff **Home:** [REDACTED]

Street: [REDACTED] **Work:**

City: Fort Mohave **CBR:**

State: AZ Zip: 86426 **is:**

Utility Company: Arizona - American Sewer Company

Division: sewer

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

Nature of Complaint:

10/30
To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Ms. deBruyn on behalf of Betty Raff
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/30

Called customer. Advised that opinions will be docketed.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72589

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

FT. MOHAVE

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter **Phone:** (602) 543-██████████ **Fax:** ██████████

Priority: Respond Within Five Days

Opinion **No.** 2008 72586 **Date:** 10/30/2008

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

Complaint By: **First:** Norbert **Last:** Darmofal

Account Name: Norbert and Nancy Darmofal **Home:** ██████████

Street: ██████████ **Work:**

City: Fort Mohave **CBR:**

State: AZ **Zip:** 86426 **is:**

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: ██████████ **Contact Phone:** ██████████

Nature of Complaint:

10/30
To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Norbert Darmofal
██████████
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/30

Called customer. Advised opinion will be docketed.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72586

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/30

Called customer. Advised opinion would be docketed.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72580

W. 01303A.08.0227
S.W. 01303A.08.0227

FT. MOHAVE

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72579 Date: 10/30/2008

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

Complaint By: First: Paul Last: Christian

Account Name: Paul Christian Home: [REDACTED]

Street: [REDACTED] Dr. Work:

City: Fort Mohave CBR:

State: AZ Zip: 86426 is:

Utility Company: Arizona - American Sewer Company

Division: sewer

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

Nature of Complaint:

10/30
To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Michael Moore
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/30

Called customer. Advised opinions will be docketed.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72579

W. 01303A. 08. 0227
S.W. 01303A. 08. 0227

FT. MOHAVE

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72605

Date: 10/30/2008

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

First:

Last:

Complaint By:

Donald

Clyde

Account Name:

Donald and Lois Clyde

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fort Mohave

CBR:

State:

AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division:

sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/30

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Donald Clyde

[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/30

Called customer. Advised that opinions will be docketed.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72605

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/30

Called customer. Advised that opinions will be docketed.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72604

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

Ft. MOHAVE

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72601

Date: 10/30/2008

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

First:

Last:

Complaint By:

Daniel

Wagner

Account Name:

Daniel and Beverly Wagner

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fort Mohave

CBR:

State:

AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division:

sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/30
To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Daniel & Becky Wagner

[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

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If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

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We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/30

Called customer. Advised that opinions will be docketed.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72601

W. 01303A. 08. 0227
SIN. 01303A. 08. 0227

FT. MOHAVE

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72599

Date: 10/30/2008

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

Complaint By: First: Alvin Last: Short

Account Name: Alvin Short

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/30
To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Alvin Short and Sandra Short
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

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We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/30

Called customer. Advised that opinions will be docketed.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72599

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/30

Called customer. Advised that opinions will be docketed.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72598

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/30

Called customer. Advised that opinions will be docketed.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72594

W. 01303A-08-0227
SIN. 01303A-08-0227

FT. MOHAVE

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72591

Date: 10/30/2008

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

First:

Last:

Complaint By: Raymond-Guy

Leger

Account Name: Raymond Leger

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/30
To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Raymond Leger
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/30

Called customer. Advised that opinions will be docketed.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72591

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/30

Called customer. Advised opinion will be docketed.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72581

W. 01303A. 08. 0227
SW. 01303A. 08. 0227

FT. MOHAVE

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 72582 **Date:** 10/30/2008

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

Complaint By: **First:** Paul **Last:** Messina

Account Name: Paul Messina **Home:** [REDACTED]

Street: [REDACTED] d. **Work:** [REDACTED]

City: Fort Mohave **CBR:** [REDACTED]

State: AZ **Zip:** 86426 **is:** Cellular

Utility Company: Arizona - American Sewer Company

Division: sewer

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

Nature of Complaint:

10/30
To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Paul and Georgia Messina
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/30

Called customer. Advised opinion will be docketed.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72582

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

FT. MOHAVE

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72583 Date: 10/30/2008

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

Complaint By: First: Charles Last: Sahli

Account Name: Charles Sahli Home: [REDACTED]

Street: [REDACTED] Work:

City: Fort Mohave CBR:

State: AZ Zip: 86426 is:

Utility Company: Arizona - American Sewer Company

Division: sewer

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

Nature of Complaint:

10/30
To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Charles Dahli
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/30

Called customer. Advised opinion will be docketed.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72583
