

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



0000090105

ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72544 Date: 10/29/2008

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

Complaint By: **First:** Louie & Ethel **Last:** Ratajesak

Account Name: Louie & Ethel Ratajesak **Home:** ()

Street: 1 **Work:** (000) 000-0000

City: Fort Mohave **CBR:**

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

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a **Contact Phone:** n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

Arizona Corporation Commission
DOCKETED

OCT 30 2008

From: - Louie and Ethel Rataiesak

Fort Mohave, AZ 86426

DOCKETED BY

AZ CORP COMMISSION
DOCKET CONTROL

2008 OCT 30 P 4: 13

RECEIVED

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:

10/29/08 I tried to contact consumer and left a voicemail with the information that their opinion had been received and will be filed in the permanent docket for Arizona American Sewer Company. I included that the opinion will be distributed to Commissioners and Staff members. If they had any questions I left my name and telephone number to call. Closed

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

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72544

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72545 Date: 10/29/2008

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

Complaint By: **First:** Beverly & Jose **Last:** Bermudes

Account Name: Beverly & Jose Bermudes

Home:

Street: -

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Beverly and Jose Bermudes

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 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.

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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.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72545

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72546

Date: 10/29/2008

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

First:

Last:

Complaint By: Joseph & Lupe

Agraan

Account Name: Joseph & Lupe Agraan

Home:

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Beverly and Jose Bermudes

Fort Mohave, AZ 86426

Dear Commissioner:

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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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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 10/30/2008

Opinion No. 2008 - 72546

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72547

Date: 10/29/2008

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

First:

Last:

Complaint By: Robert & Marsha Law

Account Name: Robert & Marsha Law

Home:

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: -Robert and Marsha Law

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:

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

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72547

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72548 Date: 10/29/2008

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

First:

Last:

Complaint By: David & Karen Tracy

Account Name: David & Karen Tracy

Home:

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: -David and Karen Tracy

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 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.

\$49.76 a month for the "Right" to flush our toilets is OBSCENE - \$89.00 (plus) is criminal !!!!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/29/08 I tried to contact consumer and left a voicemail with the information that their opinion had been received and will be filed in the permanent docket for Arizona American Sewer Company. I included that the opinion will be distributed to Commissioners and Staff members. If they had any questions I left my name and telephone number to call. Closed

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

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72548

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2008 72551

Date: 10/29/2008

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

First:

Last:

Complaint By: Richard & Joyce Orr

Account Name: Richard & Joyce Orr

Home: ()

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Richard and Joyce Orr

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 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.

He has lived in this area for several years and he does not see where any improvements have been made to the system.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/29/08 I contacted consumer and informed him that their opinion had been received and will be filed in the permanent docket for Arizona American Sewer Company. I included that the opinion will be distributed to Commissioners and Staff members. He stated that there have been no improvements made to the system. He appreciated the follow up call. closed

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

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72551

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2008 72552 Date: 10/29/2008

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

Complaint By: **First: David Last: Wade**

Account Name: David Wade

Home: ()

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - David D. Wade

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

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.

He has lived in this area for several years and he does not see where any improvements have been made to the system.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/29/08 I contacted consumer and informed him that their opinion had been received and will be filed in the permanent docket for Arizona American Sewer Company. I included that the opinion will be distributed to Commissioners and Staff members. He appreciated the follow up call. closed

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

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72552

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72553

Date: 10/29/2008

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

First:

Last:

Complaint By: Charles & Virginia Shearer

Account Name: Charles & Virginia Shearer

Home:

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Charles & Virginia Shearer

Fort Mohave, AZ 86426

Dear Commissioner:

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End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72553

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ,

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72554 Date: 10/29/2008

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

Complaint By: **First: John Last: Buccelli**

Account Name: John Buccelli and Kathleen Hood

Home: (

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - John F. Buccelli
Kathleen L. Hood

Fort Mohave, AZ 86426

Dear Commissioner:

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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.

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:

10/29/08 I contact consumer and informed him that their opinion had been received and will be filed in the permanent docket for Arizona American Sewer Company. I included that the opinion will be distributed to Commissioners and Staff members. I also gave him the information on how access the ACC website. He appreciated the call. closed

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

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72554

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72556 Date: 10/29/2008

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

First:

Last:

Complaint By: Donald & Sandra Benthusen

Account Name: Donald & Sandra Benthusen

Home:

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Donald & Sandra Benthusen
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:

10/29/08 I contacted consumer and informed him that their opinion had been received and will be filed in the permanent docket for Arizona American Sewer Company. I included that the opinion will be distributed to Commissioners and Staff members. He appreciated the follow up call. closed

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

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72556

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72555

Date: 10/29/2008

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

First:

Last:

Complaint By: Sam & Virginia

Engel

Account Name: Sam & Virginia Engel

Home:

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Sam & Virginia Engel

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:

10/29/08 I contacted consumer and informed him that their opinion had been received and will be filed in the permanent docket for Arizona American Sewer Company. I included that the opinion will be distributed to Commissioners and Staff members. He appreciated the follow up call. closed

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

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72555

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72550

Date: 10/29/2008

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

First:

Last:

Complaint By: Roger & Vina

Pal

Account Name: Roger & Vina Pal

Home:

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Roger and Vina Pal

Fort Mohave, AZ 86426

2nd address is:

Santa Ana, CA 92703

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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

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:

10/29/08 I tried to contact consumer and left a voicemail with the information that their opinion had been received and will be filed in the permanent docket for Arizona American Sewer Company. I included that the opinion will be distributed to Commissioners and Staff members. If they had any questions I left my name and telephone number to call. Closed

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

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72550

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72569 **Date:** 10/30/2008

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

First:

Last:

Complaint By: Juan and Linda Ramirez

Account Name: Juan and Linda Ramirez

Home:

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Juan and Linda Ramirez

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 effluente 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:

10/29/08 I tried to contact consumer and left a voicemail with the information that their opinion had been received and will be filed in the permanent docket for Arizona American Sewer Company. I included that the opinion will be distributed to Commissioners and Staff members. If they had any questions I left my name and telephone number to call. Closed

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

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72569

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72571

Date: 10/30/2008

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

First:

Last:

Complaint By: Roger

Bidwell

Account Name: Roger Bidwell

Home:

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Roger Bidwell

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:

10/29/08 I tried to contact consumer and left a voicemail with the information that their opinion had been received and will be filed in the permanent docket for Arizona American Sewer Company. I included that the opinion will be distributed to Commissioners and Staff members. If they had any questions I left my name and telephone number to call. Closed

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

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72571

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2008 72537

Date: 10/29/2008

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

First:

Last:

Complaint By: Thomas

Estep

Account Name: Thomas Estep & Mary Bolch

Home:

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Thomas A. Estep
Mary L. Bolch

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

high percentage of connected services.

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:

10/29/08 I contacted Ms. Bolch and informed her that the comments submitted by her have been received. I informed her that the comments will be noted and filed in the permanent docket. I also included that the comments will be distributed to Commissioners and staff involved in this matter. She appreciated the information and call. Closed

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

End of Comments

Date Completed: 10/29/2008

Opinion No. 2008 - 72537

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2008 72456 Date: 10/28/2008

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

Complaint By: **James & Michelle Cvetnich**

Account Name: James & Michelle Cvetnich

Home: ()

Street:

Work: (000) 000-0000

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Mr James F Cvetnich

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:

10/29/08 I contacted customer and informed him that his comments regarding the Arizona American Sewer Company application for a rate increase has been received. I informed him that the comments would become part of the permanent file and will be distributed to Commissioners and staff. He appreciated the information. closed

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

End of Comments

Date Completed: 10/29/2008

Opinion No. 2008 - 72456

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72465

Date: 10/28/2008

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

First:

Last:

Complaint By: Mike & Letty

Jerome

Account Name: Mike & Letty Jerome

Home:

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Mike Jerome

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:

10/29/08 I contacted customer and informed him that his comments regarding the Arizona American Sewer Company application for a rate increase has been received. I informed him that the comments would become part of the permanent file and will be distributed to Commissioners and staff. He appreciated the information. closed

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

End of Comments

Date Completed: 10/29/2008

Opinion No. 2008 - 72465

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72482 Date: 10/29/2008

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

Complaint By: **First: Joseph & Linda Last: Dean**

Account Name: Joseph & Linda Dean

Home:

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Joseph & Linda Dean
1
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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

high percentage of connected services.

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:

10/29/08 I tried to contact customer and I left a voicemail informing them that their comments regarding the Arizona American Sewer Company application for a rate increase has been received. I informed them that the comments would become part of the permanent file and will be distributed to Commissioners and staff. I left my name and telephone number if they should have any questions. closed

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

End of Comments

Date Completed: 10/29/2008

Opinion No. 2008 - 72482

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72468 Date: 10/28/2008

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

First:

Last:

Complaint By: Nancy & Clyde Schmid

Account Name: Nancy & Clyde Schmid

Home:

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Nancy J. Schmid
Clyde A. Schmid

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

high percentage of connected services.

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:

10/29/08 I contacted customer and informed him that his comments regarding the Arizona American Sewer Company application for a rate increase has been received. I informed him that the comments would become part of the permanent file and will be distributed to Commissioners and staff. He appreciated the information. closed

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

End of Comments

Date Completed: 10/29/2008

Opinion No. 2008 - 72468

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72466

Date: 10/28/2008

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

First:

Last:

Complaint By: James & Barbara Nash

Account Name: James & Barbara Nash

Home:

Street: [REDACTED]

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - James R. Nash
Barbara L. Nash
[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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

high percentage of connected services.

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:

10/29/08 I contacted customer and informed him that his comments regarding the Arizona American Sewer Company application for a rate increase has been received. I informed him that the comments would become part of the permanent file and will be distributed to Commissioners and staff. He appreciated the information. closed

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

End of Comments

Date Completed: 10/29/2008

Opinion No. 2008 - 72466

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72458

Date: 10/28/2008

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

First:

Last:

Complaint By: George E. & Patricia A Cocks

Account Name: George E. & Patricia A. Cocks

Home:

Street:

Work: (000) 000-0000

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - George E. Cocks & Patricia A. Cocks

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:

10/29/08 I contacted customer and informed him that his comments regarding the Arizona American Sewer Company application for a rate increase has been received. I informed him that the comments would become part of the permanent file and will be distributed to Commissioners and staff. He appreciated the information. closed

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

End of Comments

Date Completed: 10/29/2008

Opinion No. 2008 - 72458

W-01303A-08-0227

SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2008 72576 **Date:** 10/30/2008

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

First:

Last:

Complaint By: **Dianne**

Thomas

Account Name: Dianne Thomas

Home: (000) 000-0000

Street: e

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

October 23, 2008

Arizona Corporation Commission Utilities Division
1200 W. Washington Street
Phoenix, AZ 85007-2996

RE: Request No. SW-01303A-08-0227

I am writing in protest to the waste water rate increase proposed for this area.

This rate hike is almost double our present bill and are I'm asking you to refuse to grant this exorbitant rate increase.

Sincerely,

Dianne Thomas

Fort Mohave, AZ 86426

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

October 30, 2008

Ms. Dianne Thomas

Fort Mohave, AZ 86426

Dear Ms. Thomas:

Your comments regarding the Arizona-American Water Company (AAWC) 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 AAWC 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
Public Utility Consumer Analyst
Utilities Division

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

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72576

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid **Phone:** **Fax:**

Priority: Respond Within Five Days

Opinion **No.** 2008 72574 **Date:** 10/30/2008

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

Complaint By: **First:** Ellen **Last:** Cuy

Account Name: Ellen Cuy **Home:** (000) 000-0000

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

City: Bullhead City **CBR:**

State: AZ **Zip:** 86429 **is:**

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a **Contact Phone:** n/a

Nature of Complaint:
*****MOHAVE WASTEWATER DIVISION*****

October 24, 2008

To whom it may concern:

I am a Mohave Waste Water District customer - PLEASE REFUSE GRANTING RATE REQUEST NO: SW-01303A-08-0227. Prices are high enough - I am on a fixed income - thank you.

Sincerely,

Ellen Cuy
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

October 30, 2008

Ms. Ellen Cuy
Bullhead City, AZ 86429

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Ms. Cuy:

Your comments regarding the Arizona-American Water Company (AAWC) 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 AAWC 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
☐☐☐☐ Public Utility Consumer Analyst
☐☐☐☐ Utilities Division

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

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72574

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid **Phone:** **Fax:**

Priority: Respond Within Five Days

Opinion No. 2008 72593 Date: 10/30/2008

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

Complaint By: **First:** Lawrence **Last:** Townsend

Account Name: Lawrence Townsend **Home:** /
Street: **Work:** (000) 000-0000
City: Fort Mohave **CBR:** /
State: AZ Zip: 86426 **is:** E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer
Contact Name: n/a **Contact Phone:** n/a

Nature of Complaint:
*****MOHAVE SEWER DIVISION*****

I do not feel that this increase in RATES are fair. Mohave Elec. just doubled their rates. Give a working family a break!

I believe that Arizona American waters rate hike is totally and completeley with out merit.

They provide horrible service and are totally unresponsive to there customers.

In these unsure economic times this type of increase will add to people losing there homes and not paying these bills.

The majorities of people in this area are retirees and can not afford these types of rate hikes.

I suggest Arizona Un-American water tightens there belst like the rest of us.

Sincerely,

Very unhappy constituent
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sent the following via e-mail to consumer:

October 30, 2008

Mr. Lawrence Townsend

Fort Mohave, AZ 86426

Dear Mr. Townsend:

Your comments regarding the Arizona-American Water Company (AAWC) 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 AAWC 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
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227
End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72593

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72573

Date: 10/30/2008

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

Complaint By: **First:** Diana **Last:** Horwitz

Account Name: Diana Horwitz

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Diane Horwitz

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:

October 30, 2008

Ms. Diana Horwitz

Fort Mohave, AZ 86426

Dear Ms. Horwitz:

Your comments regarding the Arizona-American Water Company (AAWC) 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 AAWC 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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227
End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72573

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72531

Date: 10/29/2008

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

First:

Last:

Complaint By: Bryan & Dorothy Henley

Account Name: Bryan & Dorothy Henley

Home: (

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - Bryan Henley
Dorothy Henley

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

high percentage of connected services.

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:

October 29, 2008

Bryan Henley
Dorothy Henley

Fort Mohave, AZ 86426

Dear Mr. and Mrs. Henley:

Your comments regarding the Arizona-American Water Company (AAWC) 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 AAWC 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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227
End of Comments

Date Completed: 10/29/2008

Opinion No. 2008 - 72531

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72486

Date: 10/29/2008

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

First:

Last:

Complaint By: David & Sandra

Johnson

Account Name: David & Sandra Johnson

Home: (

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

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

From: - David and Sandra Johnson

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:

October 29, 2008

David and Sandra Johnson

Fort Mohave, AZ 86426

Dear Mr. and Mrs. Johnson:

Your comments regarding the Arizona-American Water Company (AAWC) 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 AAWC 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.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227
End of Comments

Date Completed: 10/29/2008

Opinion No. 2008 - 72486
