

W. 01303A.08.0227  
SIN. 01303A.08.0227



0000090119

**ORIGINAL**

**ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM**

47  
CO

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72623**

**Date:** 10/31/2008

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

**Complaint By:** **First:** Shirley **Last:** Arlen

**Account Name:** David Arlen **Home:** [REDACTED]

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

**City:** Sun City West **CBR:**

**State:** AZ **Zip:** 85375 **is:**

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

**Division:** Water

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

**Nature of Complaint:**

10/30  
After having received notice from company of a request for an increase in rates, customer wants to express her opposition to any approval of this request. She is opposed to an increase of \$79.76%.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Advised customer that her opinions would be docketed and made available for review by the Commissioners before a decision is rendered.  
\*End of Comments\*

**Date Completed:** 10/31/2008

**Opinion No. 2008 - 72623**

RECEIVED  
2008 OCT 31 P 12:56  
AZ CORP COMMISSION  
DOCKET CONTROL

Arizona Corporation Commission  
**DOCKETED**  
OCT 31 2008  
DOCKETED BY [Signature]

W. 01303A. 08. 0227  
SIW. 01303A. 08. 0227

AGUA FRIA

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72625

Date: 10/31/2008

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

Complaint By: First: Robert Last: Tambini

Account Name: Robert Tambini

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Waddell

CBR:

State: AZ Zip: 85355

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/30

Resident of Clear Water Farms is in opposition of the proposed 58% increase in rates.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Advised customer that his opinions would be docketed and made available for review by the Commissioners before a decision is rendered.

\*End of Comments\*

Date Completed: 10/31/2008

Opinion No. 2008 - 72625

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

FT MOHAVE

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**Investigator:** Richard Martinez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72477**

**Date:** 10/29/2008

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

**Complaint By:** **First:** Frank A. **Last:** Parker

**Account Name:** Frank A. Parker

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Bullhead City

**CBR:**

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

**is:**

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

**Division:** sewer

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Received the following correspondence:

I attended a meeting with Arizona American Water after we received a letter about them increasing our sewer rates. They already increased our rates in 06 Now they want to double that rate after they made bad investments on increasing storage capacity to 500,000 gals. Thinking the construction in that area was going to keep growing, well it didn't.

Most people in this area where I live are retired and live on a fixed income witch is already in trouble because of higher prices on gas & food, and the area we live in does have limmited employment for the people who have to work to make ends meet.

I think that a increase like their proposal is completely out of control

Thank you

Frank A. Parker  
\*End of Complaint\*

**Utilities' Response:**

na  
\*End of Response\*

**Investigator's Comments and Disposition:**

10/29-I called customer to acknowledge that we have received his correspondence. I told him that his opinion would be entered into our database for the record and that his opinion would be docketed so that the Commissioners will have an opportunity to read his concerns before rendering their decision.

I e-mailed this OPINION to Trish Meeter to have this docketed towards Arizona - American Water Company

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

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rate case, docket no. W-0303A-08-0227 (Mohave District Wastewater). File closed.

\*End of Comments\* 6133A

**Date Completed:** 10/29/2008

**Opinion No.** 2008 - 72477

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

SUN CITY WEST

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72608

Date: 10/30/2008

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

Complaint By: First: Tad Last: Szymankiewicz

Account Name: Tad Szymankiewicz Home: (000) 000-0000

Street: [REDACTED] Work:

City: Sun City West CBR:

State: AZ Zip: 85375 is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/30 Docket No. W-01303A-08-0227

Customer is opposed to an increase in rates by company. An increase was just approved for rates in sewer costs to this community and another increase would prove to be a burden.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Advised customer that his opinion will be docketed and considered before a decision is rendered.

\*End of Comments\*

Date Completed: 10/30/2008

Opinion No. 2008 - 72608

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 - 72624

Date: 10/31/2008

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

Complaint By: First: Ken Last: Van Winkle

Account Name: Ken Van Winkle

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

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

Against rate increase.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Docketing explained.

\*End of Comments\*

Date Completed: 10/31/2008

Opinion No. 2008 - 72624

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 - 72628 Date: 10/31/2008

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

Complaint By: First: Bob Last: Rabay

Account Name: Bob Rabay Home: [REDACTED]

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

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

Against rate increase  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Docketing explained  
\*End of Comments\*

Date Completed: 10/31/2008

Opinion No. 2008 - 72628

W-01303A-08-0227  
SN-01303A-08-0227

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72487

Date: 10/29/2008

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

Complaint By: First: Richard and Doris Last: McLean

Account Name: Richard and Doris McLean

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\* W-01303A-08-0227 AND SW-01303A-08-0227 \*\*\*\*\*

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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

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**

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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 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:**

I spoke to the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket. Customer thanked me for calling.

\*End of Comments\*

**Date Completed: 10/30/2008**

**Opinion No. 2008 - 72487**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      72488

Date: 10/29/2008

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

Complaint By:      First:      Last:  
Stanley and Barbara      Smith

Account Name: Stanley and Barbara Smith

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ      Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\* W-01303A-08-0227 AND SW-01303A-08-0227 \*\*\*\*\*

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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

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

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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 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:

I spoke to the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket. Customer thanked me for calling.

\*End of Comments\*

**Date Completed: 10/30/2008**

**Opinion No. 2008 - 72488**

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W-01303A-08-0227

SW-01303A-08-0227

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72489**

**Date:** 10/29/2008

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

**First:**

**Last:**

**Complaint By:** Ray and Bette Colbur Hagmann

**Account Name:** Ray and Bette Hagmann

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

**Street:** [REDACTED]

**Work:**

**City:** Fort Mohave

**CBR:**

**State:** AZ Zip: 86426

**is:**

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-01303A-08-0227 AND SW-01303A-08-0227 \*\*\*\*\*

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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

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**

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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 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:**

I spoke to the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket. Customer thanked me for calling.

\*End of Comments\*

**Date Completed:** 10/30/2008

**Opinion No.** 2008 - 72489

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

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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 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:**

I spoke to the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket. Customer thanked me for calling.

\*End of Comments\*

**Date Completed: 10/30/2008**

**Opinion No. 2008 - 72490**

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

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72491**

**Date:** 10/29/2008

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

**First:**

**Last:**

**Complaint By:** Holden and Kimberly Daniell

**Account Name:** Holden and Kimberly Daniell

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

**Street:** [REDACTED]

**Work:**

**City:** Fort Mohave

**CBR:**

**State:** AZ Zip: 86426

**is:**

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-01303A-08-0227 AND SW-01303A-08-0227 \*\*\*\*\*

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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

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**

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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 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:**

I left a voice mail message for the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket.

\*End of Comments\*

**Date Completed: 10/30/2008**

**Opinion No. 2008 - 72491**

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W-01303A-08-0227

SW-01303A-08-0227

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72501**

**Date:** 10/29/2008

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

**Complaint By:** **First:** Roger and Norma **Last:** Brendel

**Account Name:** Roger and Norma Brendel

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

**Street:** [REDACTED]

**Work:**

**City:** Fort Mohave

**CBR:**

**State:** AZ Zip: 86426

**is:**

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-01303A-08-0227 AND SW-01303A-08-0227 \*\*\*\*\*

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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

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**

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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 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.

In a poor area like Fort Mohave where so many of us are retired and on a fixed income, we have seen our gas and electric bills double - now our wastewater system - which has not been affected by our gas prices as has our grocery bills. Please review this company and lower our monthly fees to were they were - which is still higher than most other places.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I left a voice mail message for the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket.

\*End of Comments\*

**Date Completed: 10/30/2008**

**Opinion No. 2008 - 72501**

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

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72506**

**Date:** 10/29/2008

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

**Complaint By:** **First:** Carol L. **Last:** Lorraine

**Account Name:** Carol L. Lorraine

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

**Street:** [REDACTED]

**Work:**

**City:** Fort Mohave

**CBR:**

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

**is:**

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-01303A-08-0227 AND SW-01303A-08-0227 \*\*\*\*\*

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence - (

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

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**

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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 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:**

I left a voice mail message for the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket.

\*End of Comments\*

**Date Completed: 10/30/2008**

**Opinion No. 2008 - 72506**

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

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2008 72495

**Date:** 10/29/2008

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

**Complaint By:** **First:** Craig and Eloise **Last:** Moreno

**Account Name:** Craig and Eloise Moreno

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

**Street:** [REDACTED]

**Work:**

**City:** Fort Mohave

**CBR:**

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

**is:**

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-01303A-08-0227 AND SW-01303A-08-0227 \*\*\*\*\*

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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

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**

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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 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:**

I spoke to the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket. Customer thanked me for calling.

\*End of Comments\*

**Date Completed: 10/30/2008**

**Opinion No. 2008 - 72495**

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

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72496 Date: 10/29/2008**

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

**Complaint By:** **Richard L. Collins**

**Account Name:** Richard L. Collins **Home:** (000) 000-0000

**Street:** [REDACTED] **Work:**

**City:** Fort Mohave **CBR:**

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

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-01303A-08-0227 AND SW-01303A-08-0227 \*\*\*\*\*

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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

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

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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:**

I spoke to the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket. Customer thanked me for calling.

\*End of Comments\*

**Date Completed: 10/30/2008**

**Opinion No. 2008 - 72496**

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

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72497**

**Date:** 10/29/2008

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

**Complaint By:** **George and Barbara Natale**

**Account Name:** George and Barbara Natale

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

**Street:** [REDACTED]

**Work:**

**City:** Fort Mohave

**CBR:**

**State:** AZ Zip: 86426

**is:**

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-01303A-08-0227 AND SW-01303A-08-0227 \*\*\*\*\*

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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

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

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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:**

I spoke to the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket. Customer thanked me for calling.

\*End of Comments\*

**Date Completed: 10/30/2008**

**Opinion No. 2008 - 72497**

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

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72498**

**Date:** 10/29/2008

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

**Complaint By:** **Joe and Shirley Maiden**

**Account Name:** Joe and Shirley Maiden

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

**Street:** [REDACTED]

**Work:**

**City:** Fort Mohave

**CBR:**

**State:** AZ Zip: 86426

**is:**

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-01303A-08-0227 AND SW-01303A-08-0227 \*\*\*\*\*

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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

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

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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.

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:**

I left a voice mail message for the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket.

\*End of Comments\*

**Date Completed: 10/30/2008**

**Opinion No. 2008 - 72498**

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

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72499**

**Date:** 10/29/2008

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

**Complaint By:** **First:** Syd and Patsy **Last:** Ervin

**Account Name:** Syd and Patsy Ervin

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

**Street:** [REDACTED]

**Work:**

**City:** Fort Mohave

**CBR:**

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

**is:**

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-01303A-08-0227 AND SW-01303A-08-0227 \*\*\*\*\*

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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

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

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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.

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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 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:**

I spoke to the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket. Customer thanked me for calling.

\*End of Comments\*

**Date Completed:** 10/30/2008

**Opinion No.** 2008 - 72499

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

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72500**

**Date:** 10/29/2008

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

**Complaint By:** **First:** Thomas and Jodi **Last:** Lamb

**Account Name:** Thomas and Jodi Lamb

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

**Street:** [REDACTED]

**Work:**

**City:** Fort Mohave

**CBR:**

**State:** AZ Zip: 86426

**is:**

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-01303A-08-0227 AND SW-01303A-08-0227 \*\*\*\*\*

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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

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

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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.

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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:**

I left a voice mail message for the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket.

\*End of Comments\*

**Date Completed: 10/30/2008**

**Opinion No. 2008 - 72500**

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

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72505**

**Date:** 10/29/2008

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

**First:**

**Last:**

**Complaint By:** Gerald and Catherine Ruger

**Account Name:** Gerald and Catherine Ruger

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

**Street:** [REDACTED]

**Work:**

**City:** Fort Mohave

**CBR:**

**State:** AZ Zip: 86426

**is:**

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-01303A-08-0227 AND SW-01303A-08-0227 \*\*\*\*\*

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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

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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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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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.

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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.

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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.

Customer also sent the following separate correspondence -

October 25, 2008

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

Reference: Rate Request No. SW-01303A-08-0227

Sirs:

It would seem that Arizona American Water Company believes they have the right to raise monthly sewer fees as often and by as much as they wish, without a thought for those whose pockets they pick.

Most homeowners have paid sewer fees wherever they originally came from and few have ever paid more than the amount first charged us by Arizona American, before they first raised the fee from \$29 to \$39 a month. We all were stung again more than a year ago when they raised the fee again, without prior notice and opportunity to challenge the raise before your commission, from \$39 to \$49! Who do these people think they are?

It must have seemed awfully easy to get away with just helping themselves to our money, because now they plan to just about double the take, and that without even trying to justify the raise by claiming the cost of improvements, of which there have been none. Do they think the public is already hurting so much we won't even notice an extra 'hit'?

We think the Arizona Corporation Commission should take a good look at this company and put an end to its

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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greedy ways. Lowering the monthly fee back to \$39 would be a good start.

Respectfully,

Gerald F. Ruger, Sr.  
Catherine H. Ruger

Fort Mohave, AZ 86426

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I spoke to the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket. Customer thanked me for calling.

\*End of Comments\*

**Date Completed: 10/30/2008**

**Opinion No. 2008 - 72505**

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