

W. 01303A.08.0227  
SIV. 01303A.08.0227



0000090141

**ORIGINAL**

**ARIZONA CORPORATION COMMISS**  
**UTILITY COMPLAINT FORM**

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72664 Date: 10/31/2008**

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

**Complaint By:** **First:** Andrew **Last:** Foldi

**Account Name:** Andrew and Carol Foldi **Home:** [REDACTED]

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

**City:** Ft. Mohave **CBR:**

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

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

**Division:** sewer

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

**Nature of Complaint:**

10/31  
To: Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, AZ 85007

From: - Andrew J. Foldi and Carol J Foldi  
[REDACTED]  
Fort Mohave, AZ 86426

Arizona Corporation Commission  
**DOCKETED**

OCT 31 2008

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL  
OCT 31 P 3:54  
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**

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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:**

10/31

Called customer and advised that his opinion would be docketed and made available for the Commissions review.

\*End of Comments\*

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

**Opinion No. 2008 - 72664**

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

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72662 Date: 10/31/2008**

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

**Complaint By:** **First:** Dave **Last:** Ward

**Account Name:** Dave and Chris Ward **Home:** [REDACTED]

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

**City:** Ft. Mohave **CBR:**

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

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

**Division:** sewer

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

**Nature of Complaint:**

10/31  
To: Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, AZ 85007

From: - Dave and Chris Ward  
[REDACTED]  
Fort Mohave, AZ 86426

Dear Commissioner:

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

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

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

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

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

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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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:

10/31

Called customer and advised that his opinion would be docketed and made available for the Commissions review.

\*End of Comments\*

Date Completed: 10/31/2008

Opinion No. 2008 - 72662

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

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72667**

**Date:** 10/31/2008

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

**Complaint By:** **First:** Laura **Last:** Lombardi

**Account Name:** Laura Lombardi **Home:** [REDACTED]

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

**City:** Ft. Mohave **CBR:**

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

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

**Division:** sewer

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

**Nature of Complaint:**

10/31  
To: Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, AZ 85007

From: - Laura Lombardi  
[REDACTED]  
Fort Mohave, AZ 86426

Dear Commissioner:

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

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

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

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

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

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Arizona American Water Company has collected \$395 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:

10/31

Called customer and advised that her opinion would be docketed and made available for the Commissions review.

\*End of Comments\*

Date Completed: 10/31/2008

Opinion No. 2008 - 72667

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

FT MOHAVE

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**Investigator:** Trish Meeter

**Phone:** [REDACTED] 2

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 72659**

**Date:** 10/31/2008

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

**First:**

**Last:**

**Complaint By:** Vincent

Lombardi

**Account Name:** Vincent Lombardi

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Ft. Mohave

**CBR:**

**State:** AZ Zip: 86426

**is:**

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

**Division:** sewer

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

10/31  
To: Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, AZ 85007

From: - Vincent Lombardi  
[REDACTED]  
Fort Mohave, AZ 86426

Dear Commissioner:

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

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

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

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

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

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

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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:**

10/31

Called customer and advised that his opinion would be docketed and made available for the Commissions review.

\*End of Comments\*

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

**Opinion No. 2008 - 72659**

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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 72666**

**Date:** 10/31/2008

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

**First:**

**Last:**

**Complaint By:** Richard & Elizabeth Pawlowski

**Account Name:** Richard & Elizabeth Pawlowski

**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

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 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.

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

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

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

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

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

10/31/08 I contacted consumer and informed her that the comments had been received regarding the Arizona American Sewer increase. I informed her that the comments will be filed in the permanent docket and distributed to Commissioners and Staff members involved. She appreciated the courtesy call. Closed

\*End of Comments\*

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

**Opinion No. 2008 - 72666**

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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 72668 Date: 10/31/2008**

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

**First:**

**Last:**

**Complaint By:** Gerald & Linda Laybourne

**Account Name:** Gerald & Linda Laybourne

**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

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 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.

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

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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:**

10/31/08 I contacted consumer and informed him that the comments had been received regarding the Arizona American Sewer increase. I informed him that the comments will be filed in the permanent docket and distributed to Commissioners and Staff members involved. He appreciated the courtesy call. Closed

\*End of Comments\*

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

**Opinion No. 2008 - 72668**

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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 72672 Date: 10/31/2008**

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

**Complaint By:** **Albert & Beatrice Fernandez**

**Account Name:** Albert & Beatrice Fernandez      **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

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 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.

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

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

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

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

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

10/31/08 I contacted consumer and informed her that the comments had been received regarding the Arizona American Sewer increase. I informed her that the comments will be filed in the permanent docket and distributed to Commissioners and Staff members involved. She appreciated the courtesy call. Closed

\*End of Comments\*

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

**Opinion No. 2008 - 72672**

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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 - 72665 **Date:** 10/31/2008

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

**Complaint By:** **First:** Mark **Last:** Bennett

**Account Name:** Mark Bennett **Home:** [REDACTED]

**Street:** 1 [REDACTED] **Work:**

**City:** Bullhead City **CBR:**

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

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

**Division:** Water

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

**Nature of Complaint:**

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

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

From: - Bryan and Dorothy Henley  
[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**

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high percentage of connected services.

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

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Called consumer confirmed receipt of opinion and docketed.

\*End of Comments\*

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

**Opinion No.** 2008 - 72665

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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 - 72663 Date: 10/31/2008**

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

**Complaint By:** **First:** Jeffery **Last:** Wolf

**Account Name:** Jeffery & Wendy Wolf **Home:** [REDACTED]

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

**City:** Bullhead City **CBR:**

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

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

**Division:** Water

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

**Nature of Complaint:**

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

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

From: - Bryan and Dorothy Henley  
[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.

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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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:

Called consumer confirmed receipt of opinion and docketed.

\*End of Comments\*

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

**Opinion No. 2008 - 72663**

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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 - 72661 Date: 10/31/2008**

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

**Complaint By:** **First:** Chitoko **Last:** Winters

**Account Name:** Chitoko Winters **Home:** [REDACTED]

**Street:** 1071 [REDACTED] **Work:**

**City:** Bullhead City **CBR:**

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

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

**Division:** Water

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

**Nature of Complaint:**

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

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

From: - Bryan and Dorothy Henley  
[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**

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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:**

Called consumer confirmed receipt of opinion and docketed.

\*End of Comments\*

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

**Opinion No.** 2008 - 72661

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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 - 72660

Date: 10/31/2008

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

Complaint By: First: Robert Last: Welsh

Account Name: Robert & Lydia Welsh

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

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

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

From: - Bryan and Dorothy Henley  
[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

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high percentage of unconnected 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:

Called consumer confirmed receipt of opinion and docketed.

\*End of Comments\*

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

**Opinion No. 2008 - 72660**

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SM-01903A-08-0121  
SM-01903A-08-0121

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Al Amezcua      Phone: [REDACTED]      Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008 - 72610      Date: 10/30/2008

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

Complaint By:      First:      Last:  
Jorge      Jorge      Yurek

Account Name:      Jorge Yurek      Home: (000) 000-0000

Street:      [REDACTED]      Work: (000) 000-0000

City:      Sun City West      CBR:

State:      AZ      Zip: 85375      is:

Utility Company:      Arizona - American Water Company

Division:      Water

Contact Name:      Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:  
10/30/08

\*\*\*\*\* SUN CITY WEST WATER DISTRICT \*\*\*\*\*

Mr. Yurek is against the proposed rate increase. He feels this is unfair and ridiculous. He can understand 5% or 10% but not 79%.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

10/30/08 I advised Mr. Yurek that his comments regarding the Arizona American Water rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the 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.  
\*End of Comments\*

W-D1303A-08-0221  
SW-D1303A-08-0221

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

**Investigator:** Al Amezcua

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2008 - 72674

**Date:** 10/31/2008

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

**Complaint By:** **First:** Glenn H **Last:** Smith

**Account Name:** Mr. & Mrs. Glenn H Smith

**Home:** [REDACTED]

**Street:** [REDACTED]

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

**City:** Bullhead City

**CBR:**

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

**is:**

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

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

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.

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.

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

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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:**

10/31/08 I contacted consumer and informed her that the comments had been received regarding the Arizona American Sewer increase. I informed her that the comments will be filed in the permanent docket and distributed to Commissioners and Staff members involved. Closed

\*End of Comments\*

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

**Opinion No. 2008 - 72674**

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

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

**Investigator:** Al Amezcua

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 - 72673**

**Date:** 10/31/2008

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

**Complaint By:** **Richard Grumbine**

**Account Name:** Richard Grumbine

**Home:** [REDACTED]

**Street:** [REDACTED]

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

**City:** Fort Mohave

**CBR:**

**State:** AZ **Zip:** 00000

**is:**

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

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

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.

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

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

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

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

10/31/08 I contacted consumer and informed her that the comments had been received regarding the Arizona American Sewer increase. I informed her that the comments will be filed in the permanent docket and distributed to Commissioners and Staff members involved. Closed

\*End of Comments\*

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

**Opinion No. 2008 - 72673**

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W-D1303A-08-0221  
SW-D1303A-08-0221

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

**Investigator:** Al Amezcua

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2008 - 72675 **Date:** 10/31/2008

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

**Complaint By:** **First:** Leon **Last:** St. Lawrence

**Account Name:** Leon and Victoria St. Lawrence **Home:** [REDACTED]

**Street:** [REDACTED] **Work:** (000) 000-0000

**City:** Bullhead City **CBR:**

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

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

**Division:** sewer

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

**Nature of Complaint:**

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

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.

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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:**

10/31/08 I contacted consumer and informed her that the comments had been received regarding the Arizona American Sewer increase. I informed her that the comments will be filed in the permanent docket and distributed to Commissioners and Staff members involved. Closed

\*End of Comments\*

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

**Opinion No. 2008 - 72675**

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