

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



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ORIGINAL

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72567

Date: 10/30/2008

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

Complaint By: First: Dan

Last: McHugh

Account Name: Dan McHugh

Home: [REDACTED]

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

Arizona Corporation Commission

DOCKETED

Customer sent the following correspondence -

October 22, 2008

NOV - 5 2008

Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007-2929

DOCKETED BY [Signature]

Re: American Arizona Water (AAW) Rate Increase
SW-01303A-08-0227

RECEIVED
2008 NOV - 5 P 12: 44
AZ CORP COMMISSION
DOCKET CONTROL

Dear Commission:

I am a customer of AAW with several properties falling under the request for a rate increase. I respectfully ask that any increase be totally rejected and denied. This company continues to fail in providing its customers with response and action when a problem arises. I had to write to your office last year in order to get someone in AAW to respond after your prodding. By the way, I do appreciate your help in that regard.

There are a number of reasons why AAW should be denied their current request and in retrospect they should have been denied their last increase that was totally unexpected and unwarranted. The initial monthly flat rate of \$39.45 was a lien for the original installation of the underground sewers and the local treatment plan. The increase to \$49.65 should not have happened!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Generally when you buy a home, the developer has paid for all the underground utilities, including water and sewer, and the costs end up in the price of the house. The only monthly sewer costs are for process and treatment that are typically tied to the amount of water used, In fact, in some areas of the country developers are putting in dual meters to register the landscaping use separate from household use. The charge then is only for household use that has the potential for going down the sewer. In AAW's case, they purchased the sewer facilities after they were installed, and had full knowledge of its capacities coupled with the knowledge of how many customers were already hooked up and how many potential customers could be serviced.

The costs to install the underground and treatment plant were established years ago and divided by the number of total potential customers. The \$39.45 was the per lot monthly costs. There are no increased burdens attached to that installation costs. Ongoing service costs for operating are appropriate to be passed onto current user customers, but not installation or upgrades to service more customers. New facilities (underground sewers) should be charged to the new sewer customers and not made a burden on existing customers.

There are others who are a part of the Mohave Valley Water District Protest Members who have been bringing to your attention, as well as to AAW's attention, the outrageous financial gains all to the benefit of AAW, so I will not repeat those statistics. AAW sneaks in these rate increases and the customer (that's me) only find out after the fact. Not this time, please. Reject this recent request and insist that AAW adopt appropriate accounting methods. Charge for hook ups by a flat fee for the underground portion per lot, or a reasonable monthly fixed charge until the amount is paid off (obviously they are entitled to interest if a flat fee is not paid). Charge for sewer use by the amount of water used or another reasonable measure that doesn't burden non-users. At least in that way, the asset cost is paid for and then operating costs can be paid for by users. In addition, it would be much easier for your commission and customers, like myself, to understand increases in costs for operations rather than trying to sneak through an increase for expansion and costs not associated with current users.

Thank you for your anticipated denial of AAW's increase to \$89.10 or any other rate above \$39.45. Maybe you could tell me how we go about having the rate of \$49.65 reduced back to the original rate?.

Sincerely,

Daniel J. McHugh
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 asked about the hearing date and I provided that information. I also advised him that he could listen to the hearing on our website if he had a computer. I provided him information on accessing the Commission website and 'live streaming audio'. Customer thanked me for calling.

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72567

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 72679

Date: 10/31/2008

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

Complaint By: **Richard and Ione Peterson**

Account Name: Richard and Ione Peterson

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

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

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: 11/3/2008

Opinion No. 2008 - 72679

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 72564

Date: 10/30/2008

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

Complaint By: **First:** Thomas F. **Last:** Horn

Account Name: Thomas F. Horn

Home: [REDACTED]

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 -

My water use is 20 to 30 dollars a month and most is for my plants. So why should I have to pay 8 or 9 times for the water that is treated? Their reason for a raise is outrageous maybe management should back up and take a look at themselves.

Protest

Arizona Corporation commission
1200 West Washington
Phoenix AZ 85007
Attn: Ernest Johnson Dir.

From:
Date: October 10, 2008
Re: Sewer Rate Hike

I believe that Arizona American waters rate hike is totally and completely with out merit. They provide horrible service and are totally unresponsive to there customers. In these unsure economic times this type of increase will add to people losing there homes and not paying there bills.

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Sincerely

Very unhappy constituent
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: 11/3/2008

Opinion No. 2008 - 72564

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 72533

Date: 10/29/2008

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

Complaint By: **Doyle and Dolores Pratt**

Account Name: Doyle and Dolores Pratt

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

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: 11/3/2008

Opinion No. 2008 - 72533

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 72530 **Date:** 10/29/2008

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

Complaint By: **First:** Mike and Judy **Last:** Lepore

Account Name: Mike and Judy Lepore **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

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: 11/3/2008

Opinion No. 2008 - 72530

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 72524

Date: 10/29/2008

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

Complaint By: **First:** Ralph and Ruth **Last:** Lindeman

Account Name: Ralph and Ruth Lindeman

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

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: 11/3/2008

Opinion No. 2008 - 72524

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 72522

Date: 10/29/2008

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

Complaint By: **Ken and Jackie Swanson**

Account Name: Ken and Jackie Swanson

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

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: 11/3/2008

Opinion No. 2008 - 72522

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 72520

Date: 10/29/2008

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

Complaint By: **First:** Mel and Debra **Last:** Eckardt

Account Name: Mel and Debra Eckardt

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

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: 11/3/2008

Opinion No. 2008 - 72520

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 72503

Date: 10/29/2008

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

Complaint By: **George**

Last: **Whitmer**

Account Name: George Whitmer

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

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: 11/3/2008

Opinion No. 2008 - 72503

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 72494 Date: 10/29/2008

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

Complaint By: **First: Roy Last: Sorensen**

Account Name: Roy Sorensen **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

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: 11/3/2008

Opinion No. 2008 - 72494

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 **72492** **Date:** 10/29/2008

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

First: **Last:**

Complaint By: **William and Dorinda Gedney**

Account Name: William and Dorinda Gedney **Home:** (000) 000-0000

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

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

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: 11/3/2008

Opinion No. 2008 - 72492

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 72493

Date: 10/29/2008

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

Complaint By: **Leo J. Shortt**

Account Name: Leo J. Shortt

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 *****

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.

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

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

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

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

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

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

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

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

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Date Completed: 11/3/2008

Opinion No. 2008 - 72493

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 72502

Date: 10/29/2008

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

Complaint By: **First:** Paul D.

Last: Strumpfer

Account Name: Paul D. Strumpfer

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

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: 11/3/2008

Opinion No. 2008 - 72502

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 72504

Date: 10/29/2008

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

Complaint By: **First:** Brian and Carol **Last:** Tramison

Account Name: Brian and Carol Tramison

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

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: 11/3/2008

Opinion No. 2008 - 72504

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 72507 Date: 10/29/2008

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

Complaint By: **First: Bernard Last: Harrison**

Account Name: Bernard Harrison **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

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: 11/3/2008

Opinion No. 2008 - 72507

3W 01303A-08-0227
W 01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72779

Date: 11/5/2008

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

Complaint By: **First:** A. C. **Last:** Erling

Account Name: A. C. Erling

Home: [REDACTED]

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:

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

Mr. & Mrs. A. C. Erling
14621 W. Las Brisas Lane
Sun City West, AZ 85375

Nov. 1, 2008
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007
re: Docket No. W-01303A-08-0227

Dear Ladies & Gentlemen:

The 75% increase requested by Arizona American Water Company is unbelievable!!! For many years our water supplier was Arizona Water Company. Since it was purchased by America, they are constantly requesting rate increases. How can we be expected to pay for the increased inefficiency of the purchasing company? Perhaps they should consider returning the business to the former owners.

We STRONGLY object to this rate increase.

Thank you for your attention to this matter and your service to the community. Sincerely your,

Mr. & Mrs. A. C. Erling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

November 5, 2008

RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your letter regarding the Arizona American Water Company ("AZ-AM") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AZ-AM 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's rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Bradley G. Morton
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 11/5/2008

Opinion No. 2008 - 72779

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Priority: Respond Within Five Days

Opinion No. 2008 - 72784

Date: 11/5/2008

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

Complaint By: First: Larry D. Last: Jones

Account Name: Larry D. Jones

Home: [REDACTED]

Street: [REDACTED]t

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

Arizona Corporation Commission
Public Comment Form

10/30/2008
623-556-0302

Larry D Jones
[REDACTED]
Surprise, AZ 85374

Docket Agua Fria Water District
Docket #s W-01303A-08-0227 and SW-01303A-08-0227
Utility Name: Arizona American Water Co.

Email: lbjones22@msn.com

Comments

This has to be the worst thing to do to the public that is having the economic problems it is having. People are losing their homes and 401's and this public utility wants an almost 60% rate increase. They need to cut back just like everyone else.

The increase they probably say is due to energy costs but they are going down.

Please don't let them make the economy worse. It is Crazy

Larry Jones

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and acknowledged receipt of Opinion
End of Comments

Date Completed: 11/5/2008

Opinion No. 2008 - 72784

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED] 6

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72785

Date: 11/5/2008

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

Complaint By: First: John Last: Johnson

Account Name: John & Jennifer Johnson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ Zip: 85379

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

10/31/2008

John & Jennifer Johnson

[REDACTED]
Surprise, AZ 85379

[REDACTED]
[REDACTED]

Docket you wish to comment on: Arizona American Water Rate Increase for Agua Fria
Case or Utility Name: Arizona American Water
Docket Number: W-01303A-08-0227
Position on Docket:

My family and I are against the proposed increase of 51.31% or \$9 million. Whose pockets are we lining? You will be forcing all of us to dig our own wells and cancel service! We realize that times are tough for everyone right now, but continuous pillaging of the very people that pay your salaries is NOT acceptable. Everyone needs to live and eat! If a raise is in order for the employees of Arizona American, how about spreading that \$9 million out though a couple of years?? My family feel (and can probably afford) a 10% increase for the next five years, but anything else is again, NOT ACCEPTABLE. Thank you for your attention to this matter. We have confidence that you will do right by the people.

The Johnson Family
End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities Response:

Investigator's Comments and Disposition:

Called consumer and acknowledged receipt of Opinion
End of Comments

Date Completed: 11/5/2008

Opinion No. 2008 - 72785

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 - 72781

Date: 11/5/2008

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

Complaint By: First: Richard Last: DeFrancesco

Account Name: Richard DeFrancesco

Home: [REDACTED]

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:

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

As if things are not bad enough with the economy Arizona American Water has the gall to ask for a 75.53 rate increase causing retired persons living on fixed incomes to pay this abnormal amount for water, when does it stop, if ever, try and sell your property with this cost added to the other expenses added on. Please do not even consider this request for this rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and acknowledged receipt of Opinion

End of Comments

Date Completed: 11/5/2008

Opinion No. 2008 - 72781

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 - 72780

Date: 11/5/2008

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

Complaint By: **First:** Ruth **Last:** Reed

Account Name: Ruth Reed

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

Arizona Corporate Commission
Consumer Services Section NO V 0 4 71198
1200 West Washington
Phoenix, AZ 85007

Reference: Docket No. W-O 1 303A-08-0227

Dear Members of the Arizona Corporate Commission; November 3, 2008

Another notice has been received by a utility informing the general public a requested rate increase has been filed. My God, how much more can people be expected to pay, for the necessities of life?

Not many people have or take the time to write about these (mostly) un-necessary increases in utility bills. The last two years I thought I would freeze to death or melt in the heat for the utility rates are unbelievably high especially for retired people on fixed incomes. Of course my husband and I make too much to qualify for assistance and I am not asking for assistance. Although, with the way rates are growing one of us may need to in the future when one of us dies.

I want controls in place so the higher echelon doesn't walk away with millions when the customers are suffering under the weight of bills for the necessary comforts of daily survival. In most cases, mismanagement of funds or the hiding of monies in separate Trust Accounts are the real reasons behind a rate increase request. Hidden assets provide a way for those wonderful "Golden Parachute" payments when a high management position is vacated. Looking at the past and how this has been accomplished will tell the truth on this score.

Natural Gas, Telephone, Electricity, Gasoline and now Water expenses are out of control! Everyone needs a

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

roof overhead, transportation and to cook, clean, wash, and bathe. Will it come down to either taking a bath or doing the laundry? Critical choices could lie ahead. Don't laugh! It will not be so funny once tough decisions are the norm!

Please consider all the ways this one more rate increase will impact so many customers already in a financial pinch. OUCH! We out here can't take much more!

Thank you for your time reading my complaint and I thank all of you in advance for your thoughtful consideration on this important matter.

Ruth Reed

[REDACTED]
surprise, AZ 85374
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer called and receipt of Opinion docketed.

End of Comments

[REDACTED]
Date Completed: 11/5/2008

Opinion No. 2008 - 72780
