

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



0000090191

ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

470

Investigator: Reg Lopez

Phone: [REDACTED] 5

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72715 Date: 11/3/2008

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

Complaint By: First: Judy Last: Swift

Account Name: Judy Swift Home: (000) 000-0000

Street: [REDACTED] Work:

City: Bullhead City CBR:

State: AZ Zip: 86426 is:

Utility Company: Arizona - American Sewer Company

Division: sewer

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

Nature of Complaint:

Received the following letter :

ARIZONA CORPORATION COMMISSION
UTILITIES DIVISION

Re: Rate Increase # SW-0130-A-08-0227

Dear Sirs

I am writing to ask you deny the above rate increase by Arizona American Water for wastewater district customers. The increase is from \$49.65 to \$89.10.

I am a senior citizen on a fixed income. The price was already too high. There are a lot of retired people in tis area and we will find it impossible to pay the increase.

Please deny this request.

Thank you for your time
Judy Swift
Fort Mohave, AZ 86426
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
2008 NOV - 6 12:27

RECEIVED

Arizona Corporation Commission
DOCKETED
11/3/08

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

I replied with the following pre-approved rate increase template reply letter

November 3, 2008

Ms. Judy Swift

[REDACTED]
Fort Mohave, Arizona 86426

RE: ARIZONA-AMERICAN WATER

DOCKET NO. SW-01303A-08-0227

□

Dear Ms. Swift,

□ This is to acknowledge your letter regarding the Arizona American Water Company rate case. Your comments will be placed on file with the Docket Control Center of the Arizona Corporation Commission, and made a part of the record in this application. The Commissioners will consider your comments before a decision is rendered in the Company's application.

□ Customer concerns addressed in letters, telephone calls and e-mails will assist staff in the investigation and review of the rate application. Staff's analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

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

□ Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 1-800-535-0148 or in writing at the Tucson address noted below.

□□□□

□□□□ Sincerely,

□□□□ Reg Lopez

□□□□ Public Utilities Consumer Analyst II

□□□□ Utilities Division

:rxl

11-3 I e-mailed Trish Meeter @ ACC Phoenix office to have this OPINION docketed towards Az American Water rate case, docket nos. SW-01303A-08-0227 and W-01303A-08-0227. File closed.

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72715

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FT. MOHAVE

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72740

Date: 11/3/2008

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

Complaint By: **First:** Carl **Last:** Berg

Account Name: Carl Berg

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:

11/3/08 SW 01303A 08 0227

October 21, 2008

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

Dear Corporation Commission Members:

The customers of American Arizona Water (A.A.W.) listed below request that you reject the company's application for a rate increase.

Re: SW01303A-08-0227

To counter said application, the following facts are provided

- A.A.W. purchased the existing waste water plant and its pipeline structure in 2002.
- According to company supplied information, there were 570 customers at the time of purchase and the treatment plant was capable of handling 250,000 gallons per day.
- The current customer base is 1246 and the waste water treatment plant has been upgraded to handle 500,000 gallons per day. This work was completed in September, 2008.
- The applicant is requesting an increase of 79.4%, from \$49.65 per month per customer to \$89.10 per month, which they claim will benefit customers (see attached letter from A.A.W. to existing customers).

If A.A.W had done their due diligence prior to purchasing this business, which we are sure they did, they would

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

have known that if projected population increases held true, the treatment plant would have to be upgraded.

Using the A.A.W. supplied customer base information of 1246, multiplied by an increase of \$39.45 per customer per month; the gross income would increase by \$49,154.70 per month or \$589,856.40 per year. Also, using the figure expended to upgrade their pipe line and water treatment facilities of \$4,740 million, A.A.W. would retrieve its investment in 8.025 years, using the rate increase only to pay-at back. The expansion would allow more customers to be added, each new customer would be charged \$89- 10 per month.

We are being asked to pay for A.A.W.'s upgrade in its entirety and ensuring them an enormous future profit before the upgrade is actually needed.

The treatment plant handled 188,000 gallons per day in July 2008, 75% of its capacity. There was no need to increase the treatment plant capacity based on these numbers.

A.A.W. is asking you to approve an increase, which sits squarely on the shoulders of current and future customers. We all would be burdened financially by a huge \$89.10 per month wastewater treatment bill. Sincerely,

Carl and Deloris Berg
Mohave Valley Water District Protest Members

Direct questions and response to
T. C. Courtney
2061 E. Desert Lakes Drive
Ft. Mohave, AZ 86426

928-768-9037

Attachments.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/3
November 3, 2008

Carl and Deloris Berg
[REDACTED]
Ft. Mohave, AZ 86426

RE: ARIZONA AMERICAN WATER CO. CO.

Dear Mr. and Ms. Berg:

Your letter regarding the Arizona American Water Co. ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

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The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

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

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

Sincerely,

Trish Meeter
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72740

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

AGUA FRIA

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72797

Date: 11/5/2008

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

Complaint By: First: **Ralph** Last: **Melden**

Account Name: Ralph Melden

Home: [REDACTED]

Street: Sun City Grand

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:

11/3

Customer feels the increase is excessive given the amount of money that will be received by the company for the Agua Fria system and the customer base of the area. With the area having 110,000 residents all experiencing a 58% increase, the amount to the company is not warranted. He feels that new development should pay for additional costs to maintain the system.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/5

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

End of Comments

Date Completed: 11/5/2008

Opinion No. 2008 - 72797

W-01303A-08-0227
S W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: --

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72818

Date: 11/6/2008

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

Complaint By: **Ed G. Campbell**

Account Name: Ed G. Campbell

Home: --

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip:

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****SUN CITY WEST DIVISION*****

11/1/08

Arizona Corporation Commission
Consumer Services Section
1200 West Washington St.
Phoenix, AZ 85007

Docket No. W-01303A-08-0227

Subject: Arizona American Water Company
Rate Increase of 75.53%

Conclusion: A definite - NO NO NO
Something more reasonable- like 3% to 5% - Yes Yes

Why not the 76%?

1. My retirement income is exactly the same this November First as it was on November First 1975 or 33 years ago. The amount is \$1,068.00 per month from a low paying job at that time? Definitely not after 30 years of service with the Gates Rubber Co. Denver, Colorado I retired from their Lear Jet Aircraft Division as an Ex Vice President of the Aircraft Company, and President of Lear Jet Stereo.

2. I didn't take my social security until 1989 so that I would obtain a higher monthly income at age 69 then I would have at age 65.

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

3. I am 88 years of age. The wife and I, will be self supporting until our final days, Please Don't force us into the Poor House for our remaining few years.

"Thanks" Very much for your consideration,

Ed G. Campbell

Sun City West, AZ 85188

Phone: (602) 998-1111

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/6/08 I contacted consumer and informed him that his opinion regarding Arizona American Water Company had been received. I informed him that the opinion will become part of the permanent file and that it will be distributed to Commissioners and staff members. He stated that it was very nice of the Commission to contact him and let him know that his letter had been received and thanked me. Closed

End of Comments

Date Completed: 11/6/2008

Opinion No. 2008 - 72818