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BEFORE THE ARIZONA CORPORATION COMMISSION

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COMMISSIONERS

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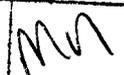
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AZ CORP COMMISSION
DOCKET CONTROL

IN THE MATTER OF THE APPLICATION OF ARIZONA-AMERICAN WATER COMPANY, AN ARIZONA CORPORATION, FOR A DETERMINATION OF THE CURRENT FAIR VALUE OF ITS UTILITY PLANT AND PROPERTY AND FOR INCREASES IN ITS RATES AND CHARGES BASED THEREON FOR UTILITY SERVICE BY ITS AGUA FRIA WATER DISTRICT, HAVASU WATER DISTRICT, MOHAVE WATER DISTRICT, PARADISE VALLEY WATER DISTRICT, SUN CITY WEST WATER DISTRICT, AND TUBAC WATER DISTRICT.

DOCKET NO. W-01303A-08-0227

Arizona Corporation Commission
DOCKETED

NOV -7 2008

DOCKETED BY 

IN THE MATTER OF THE APPLICATION OF ARIZONA-AMERICAN WATER COMPANY, AN ARIZONA CORPORATION, FOR A DETERMINATION OF THE CURRENT FAIR VALUE OF ITS UTILITY PLANT AND PROPERTY AND FOR INCREASES IN ITS RATES AND CHARGES BASED THEREON FOR UTILITY SERVICE BY ITS MOHAVE WASTEWATER DISTRICT.

DOCKET NO. SW- 01303A-08-0227

**MOTION TO APPROVE
ADDITIONAL CUSTOMER
NOTICE**

1 Arizona-American Water Company ("Arizona-American") hereby moves for an order
2 approving additional customer notice. The purpose of the additional notice is to include a
3 Company phone number omitted from the original notice and to correct the time of the scheduled
4 evidentiary hearing.

5 **I Phone Number:**

6 The Public Notice contained in the August 25, 2008, Procedural Order included language
7 as follows: "If you would like the Company to calculate the impact of its proposal on your

1 account, please contact Todd Walker, Community Relations Manager, at 623-815-3112 or at
2 Todd.Walker@amwater.com.” In previous rate cases, managing customer phone calls has been
3 problematic. Voice-mail messages were sometimes incomplete or not completely
4 understandable. Also, Arizona-American was concerned that the capacity of Mr. Walker’s voice
5 mail box would be exceeded. To reduce customer dissatisfaction, Arizona-American omitted
6 Mr. Walker’s phone number in the published and mailed public notice and included only an e-
7 mail address. This was done in good faith because the Company believed, based on past
8 experience, that it could more timely and fully respond to customer e-mails rather than phone
9 calls. Finally, because Mr. Walker is leaving Arizona-American, his name should not be used.
10 Therefore, the revised notice read: “If you would like the Company to calculate the impact of its
11 proposal on your account, please e-mail the Company at azrates@amwater.com.”

12 Even though the Company has received hundreds of e-mails, regrettably, Commission
13 Staff has also received a number of customer requests to calculate the impact of the rate proposal
14 as a result of the Company omitting a phone number for Arizona-American. To address this
15 issue, Arizona-American proposes to provide additional customer notice including a phone
16 number through the use of a bill insert and additional bill text messages.

17 **II Hearing Time.**

18 The Public Notice language in the Procedural Order incorrectly stated that the hearing
19 would start at 1:30 p.m. on March 19, 2009, rather than 2:00 p.m. as otherwise provided in the
20 Procedural Order. Arizona-American did not catch this discrepancy in its provided public
21 notice. Arizona-American also proposes to provide the correct hearing time in its additional
22 customer notice.

23 **III Proposed Notices.**

24 Arizona-American proposes to provide the following additional notice by means of a bill
25 insert and bill-text messages:¹

¹ Arizona-American considered the alternative of publishing and mailing a complete revised notice, but concluded that its proposed process was superior for two reasons. First, the Company was concerned that a customer might conclude that it had already received the notice or that Arizona-American had filed an additional rate case and be

1 **Original** and 15 copies **filed**
2 on November 7, 2008, with:

3
4 Docket Control
5 Arizona Corporation Commission
6 1200 West Washington
7 Phoenix, Arizona 85007

8
9 **Copies** of the foregoing **delivered**
10 on November 7, 2008, to:

11
12 Teena Wolfe, Administrative Law Judge
13 Hearing Division
14 Arizona Corporation Commission
15 1200 West Washington St.
16 Phoenix, Arizona 8500

17
18 Ernest Johnson, Director
19 Utilities Division
20 Arizona Corporation Commission
21 1200 West Washington St.
22 Phoenix, Arizona 85007

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24 Janice Alward, Chief Counsel
25 Legal Division
26 Arizona Corporation Commission
27 1200 West Washington St.
28 Phoenix, Arizona 85007

29
30 **Copies** of the foregoing **mailed**
31 on November 7, 2008, to:

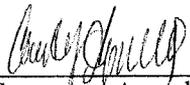
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10
11 By: 
12 _____
Courtney Appelhans