

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



0000090458

ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72968

Date: 11/13/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

Complaint By:

First:

William M.

Last:

Zapka

Account Name:

William M. Zapka

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

Surprise

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence - Opinion Opposed (AAWC - Agua Fria Water District):

Dkt No. W-01303A-08-0227

SW-01303A-08-0227

Ariz. Amn. Water is requesting a 58.15 % increase in my water rates. This is absurd!! For the following reasons:

1 The economy and lack of available money on fixed income people (retired)

2 Their premise is based on " the average consumption of residential customers in the Agua Fria Water District is 7,400 gal./mo. Baloney!!

I live in a single residence with my wife only. We are both retired. We have rock garden yard, no grass. The only water we use is for personal use and a drip system for plants. Our average monthly use, From Ariz Amn own records is 9,000 gallons mo!! 1,600 gal more than average!!!

How can that be. Homes with more than 2 people must surely be using more water than my wife and I.

3. Attached is a e-mail sent to me (my request) from Ariz. Amn water showing how the proposed rate increase would impact me. My 9,000 gal average would result in a 48% increase!!

In conclusion, I do not support their request an you should not either as their average use assumptions appear to be "all wet" in the real world and would result in even greater increase in revenue that they are asking for.

Also, as a retiree I do not get 48% increase from social security and my savings.

Please reject this request or limit it to s/s increase rate

Sincerely,

William M. Zapka

Arizona Corporation Commission

DISPATCHED

NOV 17 2008  
[Signature]

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

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\*End of Complaint\*

**Utilities' Response:**

na

\*End of Response\*

**Investigator's Comments and Disposition:**

Emailed the following response:

November 14, 2008

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

RE: Arizona American Water Company

Dear William M. Zapka:

Your correspondence dated November 7, 2008 regarding the Arizona American Water Company rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the APS rate case.

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.

Commission 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) 535-0148 or directly at [REDACTED]

Thank you,

Richard Martinez  
Public Utilities Consumer Analyst II  
Arizona Corporation Commission  
Utilities Division  
[REDACTED]

\*\*\*\*\*  
11/14- E-mailed this OPINION to Guadalupe Ortiz @ ACC Phoenix Office to docket Opinion # 72968 under Docket Nos.W-01303A-08-0227 & SW-01303A-08-0227

\*End of Comments\*

**Date Completed: 11/14/2008**

**Opinion No. 2008 - 72968**

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

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Richard Martinez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**

**No.** 2008 - 72069

**Date:** 10/10/2008

**Complaint Description:**

08A Rate Case Items - Opposed

N/A Not Applicable

**Complaint By:**

**First:**

Brian W.

**Last:**

Collins

**Account Name:**

Brian W. Collins

**Home:** [REDACTED]

**Street:**

[REDACTED]

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

**City:**

Lake Havasu City

**CBR:**

**State:**

AZ

**Zip:** [REDACTED]

**is:**

**Utility Company:**

Arizona - American Water Company

**Division:**

Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Received the following correspondence:

BRIAN W. COLLINS

[REDACTED]  
Lake Havasu City, AZ [REDACTED]

October 7, 2008

ARIZONA CORPORATION COMMISSION

Utilities Division

1200 W. Washington St.

Phoenix, AZ 85007

Re. ARIZONA AMERICAN WATER COMPANY RATE INCREASE Dear Sirs:

Absent a reasonable explanation as to why my water bill is about to double, I am strongly opposed to the rate increase proposed by Arizona American Water in the "Havasu water district".

I received a letter dated 10/01/08 from Arizona American Water. It proposes an average rate increase from \$36.59 to \$68.07 per month. They indicate an investment of \$3.4 million in the "Havasu water district" in the past 8 years.

What is the financial liquidity of Arizona American Water? Do they have a surplus? Do they have a deficit? The rate increase is non-specific, except to reference previous payment.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Doing a little research, 04/14/08 the Arizona Corporation Commission was petitioned for a surcharge of \$2.85 per month on the minimum charge, plus \$0.29 per thousand gallon, for Step 2 arsenic filing.

Prior to that, 06/18/04, a rate increase was granted. In 2004 the current average bill for Havasu water was \$.19.46, the rate increase was increased to \$28.39.

The hearing notice is non-specific. The hearing notice does not provide an address for written comment to be sent to the ACC. Speaking on behalf of my neighbors who are on fixed incomes, absent justification and substantiation, the rate increase should not be granted.

Please also explore the possibility that the rate increase is tied to the sale/purchase of the company. Barrons, (08/10/08) reported that in 2003 German utility giant RWE paid \$5 billion for the company. As part of that deal, RWE, was required to agree to a 5 year rate freeze in many states, limiting the company's ability to raise revenue- Those 5 years are now up, and American water can finally focus on growing its rate base again. One thing I do not see in the letter from Arizona American Water is a specific mention as to how

Arizona Corporation Commission  
Re: Arizona American. Water Company Rate Increase  
October 7, 2008  
Page 2 of 2

much of the rate increase will be going to simply raise revenue for German utility giant RWE. It is stated that 59% of the requested revenue increase is due to new investment in the local system. What about the other 41 %"? Is that for profit?

I am against an unjustified rate increase.

Sincerely,

Brian W. Collins

BWC/ay

cc: ARIZONA AMERICAN WATER COMPANY  
19820 N. 7th Street, Ste. 201  
Phoenix, AZ 85034

\*End of Complaint\*

### **Utilities' Response:**

na

\*End of Response\*

### **Investigator's Comments and Disposition:**

10/28 (W-01303A-08-0227) - Havasu Water District.

I called customer and when his voice mail machine turned on I left a voice mail message indicating that I would be entering his opinion into our database for the record and will also have his opinion docketed so that the Commissioners will have an opportunity to read his comments before rendering their decision. I also told customer that I would be responding to his questions he has on this same opinion letter (reference Complaint # 72069).

10/28-

I e-mailed this OPINION to Guadalupe Ortiz @ 02:16 pm to have this docketed towards Arizona - American

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Water Company rate case, docket no. W-0303A-08-0227 (Havasu Water District). File closed.  
\*End of Comments\*

**Date Completed:** 10/28/2008

**Opinion No.** 2008 - 72069

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72696

Date: 11/3/2008

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

Complaint By: First: Charles Last: Peterson

Account Name: Charles Peterson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following letter dated 10-30-08:

Dear Sir

Docket # W-01303A-08-0227  
American Water Increase Proposal  
Of 79% per customer with CPI Index (CPI) only 2-3%. How  
can American Water justify? This is  
absolutely ridiculous. With elderly folks on fixed income-American  
Water must take steps to reduce  
it's internal costs.

- \_ Reduce staffing
- \_ Improve productivity
- \_ Reduce salaries-bonus
- \_ Reduce costs in overhead of plant.

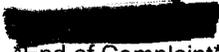
This simply can't be allowed to go through.

Charles Peterson

[REDACTED]  
Sun City West, AZ [REDACTED]

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I called the customer, I provided my name and agency affiliation, and acknowledged his letter. Advised his comments would be noted as a permanent record in this application and would be considered before a decision is rendered. Customer appreciated call.

E-mailed this OPINION to Lupe @ ACC Phx Office to have this docketed towards Az American Water (Sun City Water District) Docket # W-01303A-08-0227. File closed.

\*End of Comments\*

**Date Completed: 11/3/2008**

**Opinion No. 2008 - 72696**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72727

Date: 11/3/2008

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

Complaint By: First: Greg Last: Iske

Account Name: Greg Iske

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following letter dated 10-28-08:

October 28, 2008

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 has 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 \$4g 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 are using Arizona American. Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company collected sewer connection fees when we built our home. They have also

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

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charged 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.

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

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 review and audit this company and see that they lower the monthly fees to \$39, which would still be higher than all the neighboring waste water companies.

We will independently and separately send our strongest objections to our state governor's office, as well as Arizona congressional leaders.

Greg Iske  
[REDACTED]

"End of Complaint"

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I replied to the customer with the following pre-approved rate case reply letter template:

November 3, 2008

Ms. Greg Iske  
[REDACTED]

Fort Mohave, Arizona [REDACTED]

RE: ARIZONA-AMERICAN WATER  
DOCKET NO. SW-01303A-08-0227

Dear Mr. Iske,

This is to acknowledge your letter dated October 28, 2008, 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

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

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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 this OPINION to Lupe Oritz @ ACC Phoenix Office to have this OPINION docketed towards docket nos. SW-01303A-08-0227 and W-01303A-08-0227. File closed.  
\*End of Comments\*

**Date Completed: 11/3/2008**

**Opinion No. 2008 - 72727**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72985

Date: 11/13/2008

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

Complaint By: First: Lyle Last: Ridings

Account Name: Lyle Ridings

Home: (623) 433-9770

Street: [REDACTED] il

Work:

City: Surprise

CBR: [REDACTED] m

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC - Agua Fria Water District):

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

51.31% Really?

In these turbulent economic times, it would seem needless to say that a person such as me (not a rarity here in Surprise); on a fixed pension that is dwindling day by day would suffer disproportionately by what appears to be an exorbitant rate increase.

Perhaps, the strategy is "ask for the moon", when a more reasonable figure would be sufficient.

\*End of Complaint\*

Utilities' Response:

n/a

\*End of Response\*

Investigator's Comments and Disposition:

Email to Customer:

November 18, 2008

RE: Arizona - American Water Company ("AAWC")  
Docket No. W-01303A-08-0227  
SW-01303A-08-0227

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

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Dear Lyle Ridings,

Your email sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by Arizona - American Water Company ("AAWC") requesting approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the AAWC rate case.

Concerns raised by customers assist the Commission within 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 both, 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
[REDACTED]

CLOSED  
\*End of Comments\*

**Date Completed: 11/18/2008**

**Opinion No. 2008 - 72985**

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

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

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**

**No.** 2008 - 73089

**Date:** 11/18/2008

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

**Complaint By:** **First:** Arlene **Last:** Fannin

**Account Name:** Arlene Fannin

**Home:** (520) [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Bullhead City

**CBR:**

**State:** AZ **Zip:** [REDACTED]

**is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Email Received - Opinion Opposed (AAWC - Mohave Water District):

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

From: Arlene Fannin [mailto:[REDACTED]]  
Sent: Thursday, November 13, 2008 11:25 AM  
To: Utilities Div - Mailbox  
Subject: Arizona-American Water Company

Please see attached

ATTACHED: '

We have been constantly dealing with the unreasonable demand of rising fees by Arizona-American Water. First there was a demand to raise sewer fees, and now a demand to raise water fees. A 40% is substantial and is far beyond any reasonable amount and the water company will have a difficult sell to convince anyone that this amount is necessary and not fraudulent

If there is one area hit hard by the current economic situation, it is the housing market, and in particular the homeowner. With the rising costs of fuel, food and other items, and people out of work and struggling to keep up, this increase seems to be without merit and should not be allowed to occur.

\*End of Complaint\*

**Utilities' Response:**

N/A

\*End of Response\*

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

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**Investigator's Comments and Disposition:**

Email to Customer:

November 18, 2008

RE: Arizona - American Water Company ("AAWC")  
Docket No. W-01303A-08-0227  
SW-01303A-08-0227

Dear Arlene Fannin,

Your email sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by Arizona - American Water Company ("AAWC") requesting approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the AAWC rate case.

Concerns raised by customers assist the Commission within 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 both, 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
[REDACTED]

CLOSED  
\*End of Comments\*

**Date Completed: 11/18/2008**

**Opinion No. 2008 - 73089**

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**

**No.** 2008 - 73094

**Date:** 11/18/2008

**Complaint Description:**

08A Rate Case Items - Opposed

N/A Not Applicable

**Complaint By:**

**First:**

Faye

**Last:**

Beck

**Account Name:**

Faye Beck

**Home:** [REDACTED]

**Street:**

[REDACTED]

**Work:**

**City:**

Sun City West

**CBR:**

**State:**

AZ

**Zip:** [REDACTED]

**is:**

**Utility Company:**

Arizona - American Water Company

**Division:**

Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Email Received - Opinion Opposed (AAWC - Sun City West Water District):

Docket No. W-01303A-08-0227

SW-01303A-08-0227

From: FAYE [mailto:[REDACTED]]

Sent: Thursday, November 13, 2008 11:26 AM

To: Utilities Div - Mailbox

Subject: PROPOSED INCREASE IN WATER BILLING

Faye BECK

PHONE: [REDACTED]

[REDACTED] SUN CITY WEST, AZ 85375

Docket No. W-01303A-08-0227

Case or Utility Name

POSITION: CON

AZ AM WATER CO

Email: [REDACTED]

We are outraged to think of the proposed increase for Sun City West residents or any other city. You are certainly not thinking of the state of the current economy or the number of resident now living in SCW who already are barely able to pay their utilities, medical bills and food, gas for the car (if they can still drive if not, pay for public transportation for appointments, shopping, etc. )

This is just another example of GREED....which has contributed to our current state of the economy.

Get real.

\*End of Complaint\*

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

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**Utilities' Response:**

N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

Email to Customer:

November 18, 2008

RE: Arizona - American Water Company ("AAWC")  
Docket No. W-01303A-08-0227  
SW-01303A-08-0227

Dear Faye Beck,

Your email sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by Arizona - American Water Company ("AAWC") requesting approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the AAWC rate case.

Concerns raised by customers assist the Commission within 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 both, 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

CLOSED

\*End of Comments\*

**Date Completed: 11/18/2008**

**Opinion No. 2008 - 73094**

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

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**

**No.** 2008 - 72907

**Date:** 11/10/2008

**Complaint Description:**

08A Rate Case Items - Opposed

N/A Not Applicable

**Complaint By:**

**First:**

Don & Mary

**Last:**

Hueber

**Account Name:**

Don & Mary Hueber

**Home:** [REDACTED]

**Street:**

[REDACTED]

**Work:**

**City:**

Fort Mohave

**CBR:** [REDACTED]

**State:**

AZ

**Zip:** [REDACTED]

**is:**

**Utility Company:**

Arizona - American Sewer Company

**Division:**

sewer

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Email Received - Opinion Opposed (AAWC - MOHAVE WASTEWATER DISTRICT):

RE: Docket No. SW-01303A-08-0227

W-01303A-08-0227

This in regard to the proposed increase of sewer rate by the American Arizona Water Sewer. We live on a fixed income and have seen hugh increases in our Electric, Property Tax and now an increase from \$49.74 to \$89.10 per month. That is an increase of approx. 80%. This is unblievable.

I'm sure this will effect the sale of our house if we choose to do so. All these raises are stretching our living expenses to the brink. If this raise is allowed, it will be one more step in breaking the camels back.

Don & Mary Hueber

[REDACTED]  
Ft. Mohave, Az 86426-9298

Phone: [REDACTED]

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

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11/10/2008 - Emailed to Customer:

RE: Arizona American Water Company ("AAWC")  
Docket No. SW-01303A-08-0227  
W-01303A-08-0227

Dear Don & Mary Hueber,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

CLOSED  
\*End of Comments\*

**Date Completed: 11/10/2008**

**Opinion No. 2008 - 72907**

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

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

**Investigator:** Richard Martinez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**

**No.** 2008 - 73012

**Date:** 11/13/2008

**Complaint Description:**

08A Rate Case Items - Opposed

N/A Not Applicable

**Complaint By:**

**First:**

David & Eleanor

**Last:**

Hambley

**Account Name:**

David & Eleanor Hambley

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

**Street:**

[REDACTED]

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

**City:**

Bullhead City

**CBR:** [REDACTED]

**State:**

AZ

**Zip:** [REDACTED]

**is:** Other

**Utility Company:**

Arizona - American Water Company

**Division:**

Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

SW-01303A-08-0227

MOHAVE WASTEWATER DISTRICT

Received the following correspondence:

November 8, 2008

Arizona Corporation Commission Utilities Division  
1200 W. Washington Street  
Phoenix, AZ 85007-2996

cc: Arizona Residential Utility Consumer Office  
1110 West Washington Street  
Suite 220  
Phoenix, AZ 85007

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

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company and request that you refuse the above proposed rate increase. When there were only a few homes 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 homes in the area

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

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have tripled, we have had two rate increases. They first raised the rate from \$26 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 homes are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. The Los Lagos subdivision also has the same percentage of occupancy. We are sure that other subdivisions around us are using Arizona American Water Company for sewer services and have a high percentage of connected services. 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 homes built and tied into the gravity sewer lines the more efficient they are to operate, 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 raising costs of utilities, gas, food and other items Arizona American Water Company is trying to increase rates without merit.

We hereby request that Arizona Corporation Commission review and audit this Company, and lower the monthly -fees back to \$39 per month which would still be higher than 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.

Your consideration in the above matter is appreciated.

David and Eleanor Hambley

Fort Mohave, AZ

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

11/17

I called customer and left them a voice mail message indicating that the ACC has received their opinion against this proposed rate increase by Arizona American Water Company and that we will enter their comments into the database for the record. I also stated that their opinion would be docketed so that the Commissioners will have an opportunity to read their comments prior to rendering their decision. FILE CLOSED.

\*\*\*\*\*

E-mailed Guadalupe Ortiz @ ACC's Phoenix Office to have this OPINION docketed towards Arizona American Water Company proposed rate case SW-01303A-08-0227. CLOSED.

\*End of Comments\*

**Date Completed: 11/17/2008**

**Opinion No. 2008 - 73012**

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