

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



0000090578

ORIGINAL

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72793

Date: 11/5/2008

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

Complaint By: First: Bonnie Last: Stillman

Account Name: Bonnie Stillman **Home:** [REDACTED]

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

City: Bullhead City **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins **Arizona Corporation Commission Contact Phone:** [REDACTED]

Nature of Complaint:
11/03/08

DOCKETED
NOV 10 2008

RECEIVED
NOV 10 P 4: 14
CORP COMMISSION
DOCKET CONTROL

MOHAVE WATER DISTRICT

DOCKETED BY [Signature]

-----Original Message-----

From: [REDACTED]
Sent: Sunday, November 02, 2008 5:42 AM
To: Utilities Div - Mailbox
Subject: docket W-01303A-08-0227

I am against the requested rate increase for the Arizona water company, bullhead city area of Arizona --thank you bonnie stillman.

This rate increase is a ridiculous rate increase. They tried to hid the information about the increase, and it was not until yesterday (Nov 1, 2008) I knew about the increase they were seeking was so high. They sent out flyers attached to the billing, however it stated a rate increase of about \$8.25 per average household would be realized. Now I find out a 40% increase for the lower billing amount, and much higher for the next water usage amounts is what they are asking for. My water bill is about \$90 per month in the summer. I have a few trees to shade the house, and cool with swamp coolers to save on my electric bill -- now they want basically double my water bill -- enough is enough --we cannot afford to live now on our retirement, and with this increase, this will place us in dire straights --thanks you, bonnie stillman, bullhead city, Arizona.

Mr. Stillman wrote:

Yesterday, I received notification about this rate increase. Previously, a flyer was sent with a suggested rate increase "for most households" of \$8. Until yesterday, I believed in increase of about \$8 was what the american water company was asking for. Yesterday, included with my \$80 water bill, I received information of a requested rate increase of 40%. This 40% was requested for the initial gallons of water usage, and even more for those who water at the next level of usage. My water bill for the summer months is about \$80, and this requested

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

increase for me would almost double my water bill. THIS IS RIDICULOUS -- Don't let this happen. For those with limited income, this increase will pose a hardship. HELP us --please, do not allow this increase, thank you William Stillman, [REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/5/08 Emailed response to Mr. and Mrs. Stillman's opinion.

November 5, 2008

RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your email regarding the Arizona American Water Company ("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.

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.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/5/2008

Opinion No. 2008 - 72793

W-01303A-08-0227
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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion No. 2008 - 72798 **Date:** 11/5/2008

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

Complaint By: **First:** Mike W **Last:** Smith

Account Name: Mike W Smith **Home:** [REDACTED]

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

City: Waddell **CBR:** [REDACTED]

State: AZ **Zip:** 85355 **is:** E-Mail

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

11/05/08

AGUA FRIA WATER DISTRICT

From: Smith, Mike W (AZ75) [REDACTED]
Sent: Sunday, November 02, 2008 7:29 PM
To: Utilities Div - Mailbox
Subject: W-01303A-08-0227

Mike W. Smith

an average monthly rate increase of 58.15 get serious! I fully understand a companies need to pass on capital equipment cost and other expenses, but this grossly excessive.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

November 5, 2008

RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your email regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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.

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.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/5/2008

Opinion No. 2008 - 72798

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 - 72881 **Date:** 11/7/2008

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

Complaint By: **First:** Mr. & Mrs. Ronald **Last:** Henrichsen

Account Name: Mr. & Mrs. Ronald Henrichsen **Home:** [REDACTED]

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

City: Waddell **CBR:** [REDACTED]

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

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:
CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - AGUA FRIA WATER DISTRICT):

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

Mr. & Mrs. Henrichson
7823 NORTH CITRUS, WADDELL, ARIZONA 85355

Nov 5, 2008

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007
602-542-425 1

RE: Docket # W-01303A-08-0227

Dear Arizona Corporate Commission,

I received notice on the possible water rate increase of water rates by the Arizona American Water Company of approximately 51% increase will be a hardship on all consumers. I can not believe any company should have a 50% increase to operate; almost as bad as the oil companies.

Please look into the actual need of the increase.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Ron Henrichsen
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 7, 2008

Mr. & Mrs. Henrichson

██████████
Waddell, AZ ██████████

RE: ARIZONA AMERICAN WATER COMPANY ("AAWC")

Dear Mr. & Mrs. Henrichson:

Your letter regarding the Arizona American Water Company ("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.

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,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 11/7/2008

Opinion No. 2008 - 72881

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I believe the ACC will do the right thing and deny this application if they complete their due diligence. If I were the Governor of this state, I would ask the Attorneys General Office to investigate this company on the allegations of fraud that I have repeatedly heard and at times, experienced. I trust in our elected officials and their ability to be good stewards of our resources and rights. Please deny this application.

Respectfully,

Philip Marino
Paradise Valley Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 7, 2008

Philip Marino

Phoenix, AZ 

RE: ARIZONA AMERICAN WATER COMPANY ("AAWC")

Dear Philip Marino:

Your letter regarding the Arizona American Water Company ("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.

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,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/7/2008

Opinion No. 2008 - 72883

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 - 72884 **Date:** 11/7/2008

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

Complaint By: **First:** Rose/Ruben **Last:** Rodriguez

Account Name: Rose/Ruben Rodriguez **Home:** [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:
CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - MOHAVE WASTEWATER DRISTRICT):

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

November 2, 2008

Rose/Ruben Rodriguez
[REDACTED]
Fort Mohave, Az [REDACTED]

Rate Request No: SW-01303A-08-0f17

Dear Arizona Corporation Commissioner,

This is a letter to request that you refuse the exorbitant rate increase of 81% that is put before you by Arizona American Water (Rate Request NO: SW.01303A-08-0227).

We ask that you have compassion for the customers who are being asked to pay this exorbitant fee increase and vote no, and do not to grant this 81% increase.

Sincerely,
Rose/Ruben Rodriguez
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 7, 2008

Rose/Ruben Rodriguez

[REDACTED]
Fort Mohave, Az.86426

RE: ARIZONA AMERICAN WATER COMPANY ("AAWC")

Dear Rose/Ruben Rodriguez:

Your letter regarding the Arizona American Water Company ("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.

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,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/7/2008

Opinion No. 2008 - 72884

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 - 72895 **Date:** 11/7/2008

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

Complaint By: **First:** T.C. **Last:** Courtney

Account Name: T.C. Courtney **Home:** [REDACTED]

Street: [REDACTED] **Work:**

City: Fort Mohave **CBR:**

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

Utility Company: Arizona - American Sewer Company

Division: sewer

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

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - MOHAVE WASTEWATER DRISTRICT):

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

October21, 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: SW-01303A-08-0227

To counter said application, the following conflicts are provided:

- * AAW. 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 \$00,000 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).

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

If A.A.W. had done their due diligence prior to purchasing this business, which we are sure they did, they would 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 \$39A5 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 it 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 waste water treatment bill.

Sincerely

Direct questions and response to

T. C. Courtney

Ft. Mohave, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 7, 2008

T. C. Courtney

Ft. Mohave, AZ

RE: ARIZONA AMERICAN WATER COMPANY ("AAWC")

Dear T. C. Courtney:

Your letter regarding the Arizona American Water Company ("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.

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 11/7/2008

Opinion No. 2008 - 72895

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

[REDACTED]

RE: ARIZONA AMERICAN WATER COMPANY ("AAWC")

Dear Marion Eastman:

Your letter regarding the Arizona American Water Company ("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.

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,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 11/7/2008

Opinion No. 2008 - 72898

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 - 72899

Date: 11/7/2008

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

Complaint By: First: David & Rebecca Last: Allen

Account Name: David & Rebecca Allen

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Waddell

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: Fax

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - AGUA FRIA WATER DRISTRICK):

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

We Disagree with the request to increase water rates 85.15% especially in current economic conditions.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 7, 2008

David & Rebecca Allen

[REDACTED]
Waddell, AZ [REDACTED]

RE: ARIZONA AMERICAN WATER COMPANY ("AAWC")

Dear David & Rebecca Allen:

Your letter regarding the Arizona American Water Company ("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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 11/7/2008

Opinion No. 2008 - 72899
