

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



0000090706

ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 72994

Date: 11/13/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Garry L

Moore

Account Name:

Garry L Moore

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Sun City West

CBR: [REDACTED]

State:

AZ Zip: 85375

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

W-01303A-08-0227

Received the following correspondence:

AZ-AM Water Company's request for an annual revenue increase that, if approved, would result in and increase in the general consumer's monthly water bill of 79% is OUTRAGEOUS!!!! Under normal circumstances a consumer who was being asked to pay 79% more on a monthly basis for anything would seek a more competitive alternative. But, as you know, the monopolistic nature of this commodity/service does not give us that option. And what makes it even worse in this case is that this is a commodity that we cannot do without. We need water to survive, and have no other source for this water than to purchase it from AZ-AM Water Company. I do not object to a periodic increase as long as the increase is our monthly payment is neither reasonable, nor is it sustainable for the many senior citizens who are living on fixed incomes. Please consider carefully how this increases, if approved, will adversely affect the lives of the many senior citizens living in the water district served by AZ-AM Water Company.

Respectfully submitted,

Garry L Moore  
Sun City West.

\*End of Complaint\*

Utilities' Response:

na

\*End of Response\*

Investigator's Comments and Disposition:

Arizona Corporation Commission

DOCKETED

NOV 13 2008

DOCKETED [Signature]

NOV 13 2008

NOV 20 3:30 PM

RECEIVED

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

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SUN CITY WEST WATER DISTRICT

Replied with the following email:

November 17 , 2008

RE: Arizona American Water Company  
Docket # W-01303A-08-0227

Dear Mr. Garry L. Moore:

Your correspondence dated November 06, 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 Arizona American Water Company 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]

\*\*\*\*\*  
E-mailed Trish Meeter @ ACC's Phoenix Office to have this OPINION docketed towards Arizona American Water Company Docket # W-01303A-08-0227. CLOSED.  
\*End of Comments\*

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

**Opinion No. 2008 - 72994**

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

FT MOHAVE

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

**Investigator:** Richard Martinez      **Phone:** (520) 628-6556      **Fax:** (520) 628-6559

**Priority:** Respond Within Five Days

**Opinion No. 2008 73013 Date: 11/13/2008**

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

**Complaint By:**      **First:**      **Last:**  
Petition      Petition

**Account Name:** Citizens of Mohave Wastewater District      **Home:** (000) 000-0000

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

**City:** Ft. Mohave      **CBR:** [REDACTED]

**State:** AZ      **Zip:** 86426      **is:** E-Mail

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

**Division:** Water

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

**Nature of Complaint:**

October 9, 2008- Petitions filed in Docket No. SW-01303A-08-0227 signed by approximately 114 members within this community.

Received the following correspondence:

On October 9, 2008, a meeting was held by the Arizona American Water Company to provide information regarding a proposed rate increase, Docket # SW-01303A-08-0227. The letter announcing this meeting was written on October 1st, and received by customers by approximately October 3rd or 4th. At the meeting, a representative from the company was prepared to provide only 20 information packets to a crowd of over 200 people. Attached is a copy of a protest petition that was achieved at this meeting, sent to the company. The fact that a packed meeting and protest petition was accomplished within less than a week speaks to the level of anger and astonishment over the proposed rate increase.

\*\*\*\*\*

Dore Engstrom

[REDACTED]  
Fort Mohave, AZ 86426

[REDACTED]

10/30/08

I strongly object to the exorbitant rate increase requested by Arizona American Water Company. An increase of this magnitude, which would raise rates by approximately 80%, is unreasonable and should not be allowed. The company's letter to customers, copy attached, states the increase is needed due to new investment and significant improvements in the local system, including 4.5 million to double the capacity of one facility. Nowhere in the letter does it relate that the company is in a state of financial distress which, according to the

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

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Docket, "...continues to decline..." with loses of "nearly \$30 million... since 2002..." A rate increase of approximately 30% in 2007 failed to resolve their financial losses, despite making the rates significantly higher than other companies in this area, and among the highest in the country. Mohave and Maricopa counties are no longer "fast growing areas." The population on this area is in decline, with new construction at a standstill and a high rate of foreclosures and job losses. Investing 4.5 million in a stagnant area may be just one example of poor financial management that causes Arizona American Water Company to be in financial distress.

Other utility companies in this area are also experiencing higher costs and a lower revenue base, without raising rates or cutting services. Instead of attempting to remedy their "poor financial condition" on the backs of already overburdened citizens, the company should be detailing to customers what it is doing to reduce costs and pass savings on to consumers. An additional increase at this time and in the extraordinary amount requested is unconscionable, and I hope the Arizona Corporate Commission will consider the needs of the citizens when making recommendations to Arizona American Water.

Concerned citizen and customer

Dore Engstrom  
\*End of Complaint\*

**Utilities' Response:**

na  
\*End of Response\*

**Investigator's Comments and Disposition:**

Replied with the following email:

November 17, 2008

RE: Arizona American Water Company:

Dear Mr. Dore Engstrom:

Your email dated October 30, 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 Arizona American Water Company 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 520-628-6556.

Thank you,

Richard Martinez  
Public Utilities Consumer Analyst II  
Arizona Corporation Commission  
Utilities Division  


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

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E-mailed Trish Meeter @ ACC's Phoenix Office to have this OPINION docketed towards Arizona American Water Company Docket No. W-01303A-08-0227 & SW-01303A-08-0227. FT. MOHAVE. CLOSED.  
\*End of Comments\*

**Date Completed: 11/19/2008**

**Opinion No. 2008 - 73013**

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

P.V.

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

**Investigator:** Richard Martinez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 73015**

**Date:** 11/13/2008

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

**Complaint By:** **First:** Gerald **Last:** Severson

**Account Name:** Gerald Severson

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Paradise Valley

**CBR:** [REDACTED]

**State:** AZ **Zip:** 85253

**is:** E-Mail

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Docket No. W-01303A-08-0227

Received the following correspondence:

I have homes in Wisconsin and in Pennsylvania and I've never in 35 years ever experienced water rates as high and increases as often as I have here in Paradise Valley, AZ this is ridiculous. That is what happens when you have no choice. The service is bad also. A fire hydrant next to my home last year was not working for more than 6 months and my Homeowners insurance company was ready to cancel my policy and finally American AZ Water fixed the fire hydrant. I had my water tested by a lab in Tempe and was told I had high levels of oil in the water. The VP of operations for American AZ told me they use no pumps that operate with oil as a lube agent in them but when a American Arizona man came out to retest the water he told me that they do have pumps they use oil on. Funny their tests showed no oil in my water. They had enough increases over the past 2 years.

\*End of Complaint\*

**Utilities' Response:**

na

\*End of Response\*

**Investigator's Comments and Disposition:**

Docket No. W-01303A-08-0227 SW 01303A-08-0227 Paradise Valley Water District

Emailed the following:

November 19, 2008

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

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RE: Arizona American Water Company

Dear Mr. Gerald Severson:

Your correspondence November 08, 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 Arizona American Water Company 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]

E-mailed Trish Meeter @ ACC's Phoenix Office to have this OPINION docketed towards Arizona American Water Company Docket No. W-01303A-08-0227 SW 01303A-08-0227. CLOSED.  
\*End of Comments\*

**Date Completed: 11/19/2008**

**Opinion No. 2008 - 73015**

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

PV

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 73072**

**Date:** 11/17/2008

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

**Complaint By:** **Lesley Fry**

**Account Name:** Lesley Fry

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

**Street:** [REDACTED]

**Work:**

**City:** Scottsdale

**CBR:**

**State:** AZ **Zip:** 85250

**is:**

**Utility Company:** Arizona - American Sewer Company

**Division:** sewer

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

11/14 W-01303A-08-0227 SW-01303A-08-0227 PARADISE VALLEY  
7341 E. Solcito Ln.  
Scottsdale, AZ 85250  
November 13, 2008  
Arizona Corporation Commission  
Utilities Division  
1200 W. Washington Sr.  
Phoenix, AZ 850' 7  
it: Doekets #W-01303A-08-0227 and SW01303A-08-0227

To Whom it may concern:

My water bill, until April of last year, averaged \$15 per month. Then Arizona American Water raised the rate and I am now paying an average of \$38 per month. That is a 153% increase.

Now they are petitioning you to raise the rates again and if it passes, I will be paying, according to the letter they sent me, an average of \$60 per month.

That means my water bill will have risen 300% in a little over 2 years.

That's quadruple what I paid last year. And this after they neglected to tell us about the "poison" in our water until we were already drinking it!

One of the items Arizona American (a GERMAN owned company by the way) includes as a primary reason for requesting a rate increase is that health insurance for their employees has risen. Well, gee whiz, so have mine, but I don't see my Social Security check rising enough to cover what I will have to pay next year for the increase in my drug and Medigap insurance premiums, never mind the increase in my water bill.

At the meeting Arizona-American held for the water "prisoners" (this is a monopoly, after all) someone in the audience asked if they would sell out to the City of Scottsdale. Their answer was a resounding NO! Maybe if they are denied their increase they will give another thought to selling the company. After all, adding us to Scottsdale's water customers would be just a drop in the bucket.

Very truly yours,

Lesley Fry

\*End of Complaint\*

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Utilities' Response:

### Investigator's Comments and Disposition:

11/17

November 17, 2008

Mr. Lesley Fry

[REDACTED]  
Scottsdale, AZ 85250

RE: ARIZONA AMERICAN WATER CO.

Dear Mr. Fry:

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.

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: 11/17/2008**

**Opinion No. 2008 - 73072**

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W. 01303A-08-0227  
SW. 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 73077**

**Date:** 11/17/2008

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

**Complaint By:** **First:** Sue and John **Last:** Aguilar

**Account Name:** Sue and John Aguilar

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Surprise

**CBR:**

**State:** AZ **Zip:** 85387

**is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

11/14  
S 01303A-08-0227 SW 01303A-08-0227 Agua Fria

11/11/2008

Sue and John Aguilar  
[REDACTED]  
Surprise, AZ 85387

Phone: (623) 533-4210  
Email: [REDACTED]

Docket you wish to comment on: 58.15% Rate Increase for Agua Fria Water District  
Case or Utility Name: Arizona American Water Company  
Docket Number: W-01303A-08-0227  
Position on Docket: Con

A notice was sent out that Arizona American Water Company is requesting an overall 51.31% increase in rates for its Agua Fria Water District.

The economy at this time is in horrible shape caused in part by greedy corporations and companies trying to make excessive profits at the cost of their customers. While a company needs to be reasonably profitable to stay in business, they need to make every effort to insure they are running their operations efficiently and that their staff, management and stockholders are not making excessive income or profits.

As customers of Arizona American Water we very uncomfortable with the requested increase and we are requesting that the AZCC review the request and supporting records very carefully before allowing any increase in rates.

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

11/17

Called customer. Left voice message that their opinion will be docketed.

\*End of Comments\*

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

**Opinion No. 2008 - 73077**

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

FT MOHAVE

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

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 73078 Date: 11/17/2008**

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

**Complaint By:** **First:** Whitney **Last:** Crow

**Account Name:** Whitney Crow **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:**

11/14 W-01303A-08-0227 SW-01303A-08-0227 FT MOHAVE  
11/10/2008

Whitney Crow  
[REDACTED]  
Fort Mohave, AZ 86426

Phone (Home): [REDACTED]  
Email: [REDACTED]

Docket you wish to comment on:  
Case or Utility Name: Arizona American Water Company  
Docket Number: SW-01303A-08-0227  
Position on Docket: Con

We only receive sewer service from Arizona American Water Company. When we moved into our house in 2002, I found the rate of nearly \$40 a bit much for simply taking away my waste water. I know several people who live in other parts of the country who don't pay that much for a combined services of water and wastewater. However, at the time I was happy to no longer be using a septic tank, and willingly accepted the new expense.

In mid 2007 the rates increased 25%. While I thought the original amount a bit much, raising those rates 25% was far too extreme. Despite numerous attempts to contact Arizona American Water in writing, my question as to why the increase went unanswered. To this day I am not understanding the need for such a large increase in 2007.

Now in 2008, we're asking for nearly an 81% increase. While this time I did hear of a local meeting to explain the situation, the meeting was held at noon on a weekday, making it impossible for most working people to attend. I did however read that the company had to expand it's sewer plant because it was near capacity and

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

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would have no room for new customers.

I understand the need to expand, but I am not willing to pay for this expansion when it will not benefit me. In my mind, this is what investors are for. Provide the front capital to expand AAW's capacity in order for them to make more money. There is no reason the company should be asking it's current customers to foot their bill, as the expanded business will increase their revenue, not mine.

I strongly encourage you to vote no on this proposal. In fact, if it were possible, I'd ask you to not only vote no, but reduce our rates to something more realistic for the services we receive.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

11/17

Called customer. Left message with person answering the phone that the comments would be made a part of record.

\*End of Comments\*

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

**Opinion No. 2008 - 73078**

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

FT MOHAVE

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**

**No.** 2008 73102

**Date:** 11/18/2008

**Complaint Description:**

08A Rate Case Items - Opposed

N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

Carolyn

Taggart

**Account Name:**

Caroly Taggart

**Home:** [REDACTED]

**Street:**

[REDACTED]

**Work:**

**City:**

Ft. Mohave

**CBR:**

**State:**

AZ

Zip: 86426

**is:**

**Utility Company.**

Arizona - American Water Company

**Division:**

Water

**Contact Name:**

[REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

11/17 Docket No. W-01303A-08-0227 SW 01303A-08-0227 FT MOHAVE

11/10/2008

Carolyn Taggart

[REDACTED]  
Fort Mohave, AZ 86426

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: Mohave Wastewater District

Case or Utility Name: Arizona-American Water Company

Docket Number: W-01303A-08-0227

Position on Docket: Con

I am writing you to oppose the proposed increase in sewer rates. The current rate, which was increase by \$10 a year ago, is already the highest sewer I have ever paid. The proposed rate is beyond extreme. The water company made a serious error in projecting future growth and building a new treatment facility, and now they expect current customers to pay for the error. If the current customers had a choice, they would use another company, but since we have no choice, we depend on the Commission to safeguard our interest. The water company needs to find some other option to pay for their mistake instead of passing the cost on to current customers. Thank you.

\*End of Complaint\*

**Utilities' Response:**

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

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**Investigator's Comments and Disposition:**

11/18

Called customer. Acknowledged receipt of opinion and left voice message that it would be docketed and made a part of the record.

\*End of Comments\*

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

**Opinion No. 2008 - 73102**

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

P.V

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 73103

Date: 11/18/2008

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

Complaint By: First: Karen Last: Wiggins

Account Name: Karen Wiggins Home: [REDACTED]

Street: [REDACTED] Work:

City: Paradise Valley CBR:

State: AZ Zip: 85253 is:

Utility Company: Arizona - American Water Company

Division: Water

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

**Nature of Complaint:**

11/17 Docket No. W-01303A-08-0227 SW 01303A-08-0227 Paradise Valley

11/11/08

Karen Wiggins  
[REDACTED]  
PV 85253

Phone: [REDACTED]  
Email: [REDACTED]

Docket you wish to comment on: W-01303A-08-0227 & SW-01303A-08-0227  
Case or Utility Name: AZ American Water  
Position on Docket: Con

AZ American completely mishandled the water poisoning this past year. We (our household) was never notified and my family suffered from painful skin rashes for over 1 month after the contamination. I don't trust AZ American nor do I approve a rate hike for their substandard product and practices.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

11/18  
Called customer. Acknowledged receipt of opinion and left voice message that it would be docketed and made a part of the record.  
\*End of Comments\*

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

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

**Opinion No. 2008 - 73103**

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

SCW

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 73104**

**Date:** 11/18/2008

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

**Complaint By:** **First:** Thomas **Last:** Short

**Account Name:** Thomas Short

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Sun City West

**CBR:**

**State:** AZ **Zip:** 85373

**is:**

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

**Division:** Water

**Contact Name:** Karl Wilkins

**Contact Phone:** (623) 815-3107

**Nature of Complaint:**

11/17 Docket No. W-01303A-08-0227 SW 01303A-08-0227 Sun City West

11/11/2008

Thomas Short

[REDACTED]  
Sun City West, AZ 85373

Phone (Home): (623) 455-8810

Email: tomshort@juno.com

I object to any increase in the rates this company charges. It is way to much now. For example I am gone for 5-6 month during the summer months and as I have a few plants that need water, I do not have the water turned off. They charged me 2.55 for the water I used in the month of July, but the bill was 41.29. All the addition fees they tack on is totally unreal. I do not know if you have any control over their fees, but to pay this amount for a little water to keep the plants alive, when it is plain nothing else is being used is simply outrageous. If you wish to check their charges to me, my account number is 23-0283540-6.

Please deny this request for an increase and review their extra charges to see if they are legal;

Thanks for you time,

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

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11/18

Called customer. Acknowledged receipt of opinion and that it would be docketed and made a part of the record.

\*End of Comments\*

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

**Opinion No.** 2008 - 73104

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

FT MOHAVE

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

**Investigator:** Reg Lopez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 73164 Date: 11/19/2008**

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

**Complaint By:** **First:** Lee **Last:** Meador

**Account Name:** Lee Meador **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:**

\*\*\*\*\*Mohave Wastewater system\*\*\*\*\*

Received the following letter dated 10-21-08:

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,

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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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 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 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 a huge \$89.10 per month waste water treatment bill  
Sincerely

Lee Meador      Shirley O.Ford  
Lee Meador & Shirley O. Ford  
[REDACTED]  
Ft Mohave, Az 86426  
[REDACTED]

Mohave Valley Water District Protest Members  
Direct questions and response to  
T. C. Courtney  
[REDACTED]  
Ft. Mohave, AZ 86426  
[REDACTED]

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

I called the customer and left recorded message @ 1:05pm. I acknowledged his letter and advised his comments would be noted as a permanent record in this rate application. I extended thanks for taking the time to express his opinion. I provided my name and toll free tel# if he had any questions.

I e-mailed this OPINION to Trish Meeter @ ACC Phx Office to have this docketed toward the Mohave Wastewater system for Az American Water, Docket Nos. W-01303A-08-0227 and SW-01303A-08-0227. File closed.

\*End of Comments\*

Date Completed: 11/19/2008

Opinion No. 2008 - 73164

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

P.V.

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

**Investigator:** Reg Lopez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 73185 Date: 11/20/2008**

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

**Complaint By:** **First:** Olivia **Last:** McFadden

**Account Name:** Olivia McFadden **Home:** [REDACTED]

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

**City:** Fountain Hills **CBR:** oliviamcfadden@cox.ney

**State:** AZ **Zip:** 85268 **is:** E-Mail

**Utility Company:** Chaparral City Water Company

**Division:** Water

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

**Nature of Complaint:**

Received the following ACC Public Comment Form dated 11-11-08:

I strongly object to the proposed increase in Chaparral City water rates for Fountain Hills citizens and homeowners' associations. I consider the increase to be excessively high, therefore unreasonable and unjust.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I called the customer and left voice mail message @ 8:14am. I provided my name and toll free tel # and acknowledged her ACC Public Form dated 11-3-08 and expressed thanks for taking the time to express her OPINION in this matter. I advised his opinion would be noted as a permanent record in this rate case and would be considered before a decision is rendered in this matter.

I e-mailed this OPINION to Trish Meeter @ ACC Phx Office to have this docketed toward the Chaparral City Water Company, Docket No. W-02113A-07-0551. File closed.

\*End of Comments\*

**Date Completed:** 11/20/2008

**Opinion No.** 2008 - 73185