

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



0000090829

ARIZONA CORPORATION COMMISS

ORIGINAL

UTILITY COMPLAINT FORM

A1
C0

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73344 Date: 11/25/2008

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

Complaint By: First: Donald H. Last: Murphy

Account Name: Donald H. Murphy

Home: (623) 000-0000

Street: [REDACTED]

Work: Arizona Corporation Commission

City: Sun City West

CBR: DOCKETED

State: AZ Zip: 85375

is: 11/25/2008

Utility Company: Arizona - American Water Company

DOCKETED BY [Signature]

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW01303A-08-0227
W 01303A-08-0227

DOCKETED
NOV 25 PM 10
11/25/2008

Agua Fria

OPINION THROUGH CHAIRMAN GLEASON

From: DONALD MURPHY [REDACTED]

Sent: Sunday, November 23, 2008 1:50 PM

To: Linda Fisher; Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: Arizona Water rate hike

Nov. 19th,2008
Arizona American Water;
Mr. Bradley Cole, Director of Operations.

Dear Sir;

In reading your letter of Nov 11th, 2008, it is very disturbing that you are asking for a rate increase. In the first place the residents of Sun City West, at least the majority of them that have been living here for fifteen or twenty or more years, moved here with a fixed income. We don't have the opportunity to increase it. Also there are a lot of people that have been hurt with the financial down fall in our country.

My wife and I went through our bills from Dec 07 to Nov. 08; we have seen an increase of \$7.49 in our water bill and an increase of \$10.61 in our wastewater, in one year. We have certainly not changed our water use habits, with the exception of reducing the use of water in our landscaping areas by grass, tree and shrub removal.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

(Approx. 1500 Sq. Ft. of grass, 10 trees and approx. 20 shrubs), hoping to get relief from our monthly bills. Yet our bill has never decreased! We also question why our bills are exactly the same, Feb. Mar., then May June July, then Oct. Nov. It doesn't seem logical if the meter is being read every month!

You wrote of the reasons for the rate increase, I am not totally unaware of running a business. When you own or run a business you generally plan on replacement of certain items that are required to maintain your services. Well replacement? Significant security? Electrical and pumping equipment? Prevent leaks? Main breaks? Your services require your Co. to maintain adequate water supply and water pressure. That is the business you are in! To say nothing of the fact that the waste water is the same price if there is one or twenty per residence, and the fact that approx. 35% of our population leave for the summer and are still charged.

When I was in business and I was fortunate enough to win a contract, I could not tell my customer that I needed a repair or a new piece of equipment or a material increase and he would have to pay more! Or if the code changed and I had to obey it that he would have to pay for it.

No Mr. Cole, I find it hard to believe your reasons. We are paying for the arsenic removal now and I don't mind that, although we have no accounting for what that might have cost or how long we will be paying for it.

The majority of us do not get pay raises or other perks such as autos and expenses.

Sincerely,

Donald H. Murphy

Sun City West, AZ 85375

CC:

Corporate Commissioners.
Linda Fisher, Director
Mike Gleason, Chairman
Kristin K. Mayes
William Mundell
Jeff Hatch Miller
Gary Pierce

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: [Bradley Morton

Sent: [Tuesday, November 25, 2008 9:13 AM

Subject: [Arizona American Water Rate Case

Dear Mr. Murphy,

I am acknowledging the receipt of your opinion regarding the above rate case. I am contact you on behalf of Chairman Mike Gleason of the Arizona Corporation Commission and will docket your opinion so it is part of the rate case and all Commissioners will be made aware of your opinion.

Regards,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Bradley Morton
Public Utilities Consumer Analyst II
End of Comments

Date Completed: 11/25/2008

Opinion No. 2008 - 73344

JW 01303A-08-0227
W 01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73345

Date: 11/25/2008

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

Complaint By: First: Marie Last: DeLorenzo

Account Name: Marie DeLorenzo

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW01303A-08-0227
W 01303A-08-0227

Agua Fria

Against rate increase because on fixed income.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed

End of Comments

Date Completed: 11/25/2008

Opinion No. 2008 - 73345

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73279 **Date:** 11/24/2008

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

Complaint By: **First:** Henry & Linda **Last:** Andrechyn

Account Name: Henry & Linda Andrechyn

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:

11/21 *****DOCKET NO. S-01303A-08-0227*****SW-01303A-08-0227 *** FT. MOHAVE ****

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix , Az 85007

From:

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 had 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 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 around are using Arizona American Water Company for sewer and have a high percentage of connected services.

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, 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.

Page 2 of 2

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 for Arizona American Water Company to try and increase rates with out merit is nothing short of a fraudulent act.

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

Name: [Signature]

Name: [Signature]

Property Address

Telephone #

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73279

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73277

Date: 11/24/2008

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

First:

Last:

Complaint By: Stephen & Carol Campion

Account Name: Stephen & Carol Compion

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:

11/21 *****DOCKET NO. S-01303A-08-0227*****SW-01303A-08-0227 *** FT. MOHAVE ****

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Az 85007

From:

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 had 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 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 around are using Arizona American Water Company for sewer and have a high percentage of connected services.

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, 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.

Page 2 of 2

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 for Arizona American Water Company to try and increase rates with out merit is nothing short of a fraudulent act.

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

Name: [Signature]

Name: [Signature]

Property Address

Telephone #

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73277

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73280 **Date:** 11/24/2008

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

Complaint By: **First:** **Last:**
Norbert Murray

Account Name: Norbert and Akite Murray **Home:** [REDACTED]

Street: [REDACTED] r. **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:

11/21 *****DOCKET NO. S-01303A-08-0227*****SW-01303A-08-0227 *** FT. MOHAVE ****

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix , Az 85007

From:

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 had 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 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 around are using Arizona American Water Company for sewer and have a high percentage of connected services.

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, 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.

Page 2 of 2

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 for Arizona American Water Company to try and increase rates with out merit is nothing short of a fraudulent act.

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

Name: [Signature]

Name: [Signature]

Property Address

Telephone #

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73280

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Name: [REDACTED] Signature:

Name: [REDACTED] Signature:

Property Address

Telephone [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73274

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73275 **Date:** 11/24/2008

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

First:

Last:

Complaint By: **James and Carol** **Gillie**

Account Name: James and Carol Gillie **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:

11/21 *****DOCKET NO. S-01303A-08-0227*****SW-01303A-08-0227 *** FT. MOHAVE ****

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix , Az 85007

From:

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 had 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.

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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Page 2 of 2

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

Name: [Signature]

Name: [Signature]

Property Address

Telephone #

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73275

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Name: [REDACTED] Signature: [REDACTED]

Name: [REDACTED] Signature:

Property Address [REDACTED]

Telephone # [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73272

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73293 **Date:** 11/24/2008

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

Complaint By: **First:** David and Karen **Last:** Tracy

Account Name: David and Karen Tracy **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:

11/21 *****DOCKET NO. S-01303A-08-0227*****SW-01303A-08-0227 *** FT. MOHAVE ****
To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix , Az 85007

From:

Dear Commissioner:

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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.

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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Page 2 of 2

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Name: [Signature]

Name: [Signature]

Property Address

Telephone #

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73293

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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Page 2 of 2

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Name: [Signature]

Name: [Signature]

Property Address

Telephone #

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73294

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Name: [REDACTED] Signature:

Name: [REDACTED] Signature:

Property Address

Telephone #

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73296

W-01303A-08-0007
SW-01303A-08-0007

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73093 Date: 11/18/2008

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

Complaint By: **First:** Mrs. **Last:** Jordan

Account Name: Mrs. Jordan **Home:** [REDACTED]

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

City: Sun City West **CBR:**

State: AZ **Zip:** 85375 **is:**

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

11/18/08

SUN CITY WEST WATER DISTRICT

Per Ms. Jordan, she wanted to voice her opinion about the recent notice she received from Arizona American Water, where they are asking the Arizona Corporation Commission for another rate increase. This is outrageous a lot of monies for people on a fix-income. Recently as last summer they had an increase. She opposes the increase and would like for the Commission to do the same and deny them the increase.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

11/18/08 I advised Mr. Jordan that her comments regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the rate case 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. She thanked me for

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

listening to her and taking down her opinion. CLOSED.
End of Comments

Date Completed: 11/18/2008

Opinion No. 2008 - 73093

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

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73044

Date: 11/14/2008

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

Complaint By: First: Wanda Last: Young

Account Name: Wanda Young

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

11/14/08

SUN CITY WEST WATER DISTRICT

Per Ms. Young, she opposes to the rate increase by Arizona American Water Company. They just had a raise in the Spring. This is outrageous and ridiculous. They should not have another raise.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/14/08 I advised Ms. Young that her comments regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation 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. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/14/2008

Opinion No. 2008 - 73044

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73006

Date: 11/13/2008

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

Complaint By: **First:** Mr. John P **Last:** Thomas

Account Name: Mr. John P Thomas

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Bullhead City

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

MOHAVE WATER DISTRICT

Arizona Corp Comm

Ref: Docket No. W-01303A-08-0227

I am protesting the rate increase Arizona American Water asking for when the economy is in such bac shape it's a poor time to double our waste water expense.

We have no options and it's inpossible to pay anotehr 80% at this time. Please do not grant them such an increase.

John P Thomas
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

November 13, 2008

RE: Arizona American Water Company

Dear Mr. Thomas:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 11/13/2008

Opinion No. 2008 - 73006

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73001

Date: 11/13/2008

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

First:

Last:

Complaint By: Gloria

Scherer

Account Name: Gloria Scherer

Home: (000) 000-0000

Street: [REDACTED]

Work: [REDACTED]

City: Bullhead City

CBR:

State: AZ Zip: 86429

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

MOHAVE WATER DISTRICT

BULLHEAD - LAUGHLIN
LAND & DEVELOPMENT COMPANY

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

Re: Docket No. W-01303A-08-0227

Gentlemen:

A 40% rate increase for Arizona American Water is unconscionable. In these very difficult economic times this is a burden the home owners in our developments, simply can't afford. As an assistant to the developer, we have found Arizona American Water to be a difficult company in every respect to work with since they decided not to have local area managers. We have experienced many water line leaks in our streets here in Desert Foothills Estates, a 500 acre master-planned development. Their street repairs after a water line break are shoddy at best. Some leaks have occurred in the same places repeatedly. And their response time for fixing streets is the worst I have ever seen.

To give them a 40% increase is unbelievable and totally unacceptable. If an increase is truly necessary, then let it be spread out over 5 years. This would be much easier for all the property owners to bear here in the Bullhead City area.

I hope you will take my comments to heart and that this one-time increase can be stopped.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Gloria Scherer
Administrative Assistant


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

November 13, 2008

RE: Arizona American Water Company

Dear Ms. Scherer:

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.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division

Staff faxed a copy of this response to Ms. Scherer on this date.

End of Comments

Date Completed: 11/13/2008

Opinion No. 2008 - 73001

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

BULLHEAD - LAUGHLIN
LAND & DEVELOPMENT COMPANY
Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007
Re: Docket No. W-01303A-08-0227

Gentlemen:

A 40% rate increase for Arizona American Water is unconscionable. In these very difficult economic times this is a burden we, and the home owners in our developments, simply can't afford. As developers, we have found Arizona American Water to be a difficult company in every respect to work with since they decided not to have local area managers. We have experienced many water line leaks in our streets here in Desert Foothills Estates, a 500 acre master-planned development. Their street repairs after a water line break are shoddy at best. Some leaks have occurred in the same places repeatedly. And their response time for fixing streets is the worst I have ever seen.

To give them a 40% increase is unbelievable and totally unacceptable. If an increase is truly necessary, then let it be spread out over 5 years. This would be much easier for all the property owners to bear here in the Bullhead City area.

I hope you will take my comments to heart and that this one-time increase can be stopped.

Sincerely,

Larry Sinagoga, President

LS: gls

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

November 13, 2008

RE: Arizona American Water Company

Dear Mr. Sinagoga:

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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 11/13/2008

Opinion No. 2008 - 73003

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72928 Date: 11/12/2008

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

Complaint By: **First:** Bob D **Last:** Brown

Account Name: Bob D Brown **Home:** [REDACTED]

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

City: Bullhead City **CBR:** [REDACTED]

State: AZ **Zip:** 86442 **is:** E-Mail

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

11/12/08

MOHAVE WATER DISTRICT

Name: Bob D. Brown
[REDACTED]

Docket No.: W- 1303A-08-0227 and SW- 1303A-08-0227

Utility Co.: Arizona American Water Company

Comments: A 40.46% increase in our water rates would only add more burden to ourselves and many of our retired friends who have been decimated by the recent collapse of the investment system. We believe a much smaller increase would be justified.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

November 12, 2008

RE: ARIZONA AMERICAN WATER

Dear Mr. Brown:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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.

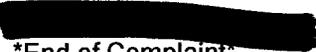
Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 11/13/2008

Opinion No. 2008 - 72928

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/13/08 I left Mr. and Mrs. Schultz a voice mail message that the Commission was in receipt of their letter. Their comments will be noted for the record and made part of the rate case. CLOSED.

End of Comments

Date Completed: 11/13/2008

Opinion No. 2008 - 73002

JW 01303A-08 -0227
W 01303A-08 -0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73355 Date: 11/25/2008

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

Complaint By: **First:** **Judy** **Last:** **Kuhn**

Account Name: Judy Kuhn **Home:** (623) 000-0000

Street: n/a **Work:**

City: Sun City **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

Docket No SW 01303A-08-0027
W 01303A-08-0027

Agua Fria

From: JUDY KUHN [REDACTED]
Sent: Monday, November 24, 2008 11:15 AM
To: Bradley Morton
Subject: RE: Az. American Water

We would like to voice our concerns regarding Az. American Water raising our rates in Surprise by almost 60%. We are on a fixed income and like many others are struggling to stay in our home. This amount of increase is totally ridiculous, everything keeps going up and homeowners are being punished because of the amount of foreclosures in the area. We say enough is enough.

Thank you,
Judy Kuhn
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

From: [REDACTED] on [REDACTED]
Sent: Tuesday, November 25, 2008 11:01 AM
To: 'JUDY KUHN'
Subject: RE: Az. American Water

Ms Kuhn,

Your opinion has been received and I will docket it so all the Commissioners will be made aware of your concerns.

Regards,

Brad Morton
Public Utilities Consumer Analyst II
End of Comments

Date Completed: 11/25/2008

Opinion No. 2008 - 73355

[REDACTED]

[REDACTED]

[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, 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.

Page 2 of 2

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 for Arizona American Water Company to try and increase rates with out merit is nothing short of a fraudulent act.

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

Name: [Signature]

Name: [Signature]

Property Address

Telephone #

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73295

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, 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.

Page 2 of 2

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 for Arizona American Water Company to try and increase rates with out merit is nothing short of a fraudulent act.

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

Name: [Signature]

Name: [Signature]

Property Address

Telephone #

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73292

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

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

Investigator: Trish Meeter
Phone: [REDACTED]
Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73287 **Date:** 11/24/2008

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

Complaint By: **Connie** **Linde**
First: **Last:**

Account Name: Connie Linde
Home: [REDACTED]
Work: [REDACTED]

Street: [REDACTED]
City: Ft. Mohave
State: AZ
Zip: 86426
is: [REDACTED]

Utility Company: Arizona - American Sewer Company
Division: sewer
Contact Name: [REDACTED]
Contact Phone: [REDACTED]

Nature of Complaint:
11/21 *****DOCKET NO. S-01303A-08-0227*****SW-01303A-08-0227 *** FT. MOHAVE ****

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Az 85007

From:
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 had 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 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 around are using Arizona American Water Company for sewer and have a high percentage of connected services.

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, 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.

Page 2 of 2

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 for Arizona American Water Company to try and increase rates with out merit is nothing short of a fraudulent act.

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

Name: [Signature]

Name: [Signature]

Property Address

Telephone #

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73287

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73008 Date: 11/13/2008

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

Complaint By: First: Carol Last: McCoy

Account Name: Carol McCoy Home: [REDACTED]

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

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:
MOHAVE WATER DISTRICT

Received the following correspondence:
Az Corp Comm Utilities Division
1200 W. Washington St.
Phoenix, AZ 85007-2996

Re: A rise in rates for water services.
The water in Bullhead is so bad it stinks.
The water is so bad every year or so faucets have to be changed b because they are so corroded, only a dribble comes out-see enclosed.

Example: sink faucet-2 years old (enclosed) bathroom faucet sent to Corp Commission residential, 1/2 bath faucet couldn't be removed and had to break bottom of faucet off to get water to flow.
When the water is in the bathroom is turned on and is smells like BM.
Had to install RO due to chocking on faucet water. Cylinder has to be changed once or twice a year \$60 per call!

Unfortunately Arizona American purchased a "peg in a poke". Either Citizens Utilities misapprehended what they were selling or Arizona American thought they could get by with a quick fix.

I have never seen an improvement in quality of water and have lived her 29 years.

What their money was spent on is hard to imagine.

I've' spent lots of money replacing old water pipes in the past. It did not help the quality of the water.
Help!

Carol McCoy

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

472 Harbor Drive
Bullhead City, AZ 86442
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

Docket # W-01303A-08-0227

11/17

I called customer and left her a voice mail message indicating that the ACC has received her 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 her 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 Docket # W-01303A-08-0227 CLOSED.

End of Comments

Date Completed: 11/18/2008

Opinion No. 2008 - 73008

U.013034.08.0207
SD.013034.08.0207

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72451 Date: 10/28/2008

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

Complaint By: Brian W. Collins
First: Last:

Account Name: Brian W. Collins Home: (000) 000-0000

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

City: Lake Havasu City CBR: [REDACTED]

State: AZ Zip: [REDACTED] Is: Home

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 86404

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

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 \$\$ 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

I have placed the above information into our database and will have it docketed so that the Commissioners will have an opportunity to read this customer's comments (see Opinion # 72069 for reference) before rendering their decisions BUT

I need for Arizona American Water Company (Havasu Water District) to answer any questions that this customer is asking and then report back to the ACC since this correspondence was both an Opinion and a Complaint mixed into one.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

HAVASU WATER DISTRICT

11/17

I called customer @ [REDACTED] @ 0822 hours and left customer my direct telephone number to call me back.

*****11/20

I called customer this morning and told him that we acknowledged receipt of his correspondence. Customer spoke about the fact that the consumers do not receive a similar percent of a an increase in their pay as what Arizona American Water Company is seeking and believes that this is not right. Customer said that he does not believe that such a huge increase should be given to this company.

I told customer that his opinion would be entered into our database for the record and will be docketed so that the Commissioners will have an opportunity to read his concerns prior to rendering their decisions. FILE CLOSED.

11/20- E-mailed Guadalupe Ortiz @ ACC's Phoenix Office to have this OPINION docketed towards Arizona American Water Company Docket Nos. W-01303A-08-0227
SW-01303A-08-0227

End of Comments

Date Completed: 11/20/2008

Opinion No. 2008 - 72451

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez **Phone:** [REDACTED] **Fax:** [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73014 **Date:** 11/13/2008

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

Complaint By: **First:** Russell **Last:** Anderson
Account Name: Russell Anderson **Home:** [REDACTED]
Street: [REDACTED] **Work:** [REDACTED]
City: Bullhead City **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:
MOHAVE WATER DISTRICT

Received the following correspondence:

I would like to voice my opinion that a 40% permanent rate increase is outrageous and well beyond any increased expenses required to operate a water utility. In light of the economic crisis this area is experiencing, a cutback in wasteful spending by Arizona-American Water Company, should provide the needed expenses to provide adequate water services.
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

W-01303A-08-0227

Emailed customer the following reply:

November 20 , 2008

RE: Arizona American Water Company

Dear Mr. Russell Anderson:

Your email 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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

rendered in the Arizona American Water 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 to Guadalupe Ortiz @ ACC's Phoenix Office to have this OPINION docketed towards Arizona American Water Company proposed rate increase -Mohave Water District Docket No W-01303A-08-0227 FILE CLOSED.

End of Comments

Date Completed: 11/20/2008

Opinion No. 2008 - 73014

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 - 73190 **Date:** 11/20/2008

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

Complaint By: **First:** Sandra **Last:** Milroy

Account Name: Sandra Milroy **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 DISTRICT):

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

Sandra Milroy
[REDACTED]
Fort Mohave, Az. 86420

November 16, 2008

Recipient Name: Arizona Corporation Commission
1200 W. Washington
Phoenix Arizona, 85007

Rate Request No: SW-01303A-08-022 7

Dear Arizona Corporation Commission

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: SW01303A-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 grant this 81% increase.

Sincerely

Sandra and Richard Milroy

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Correspondence Mailed to Customer:

November 20, 2008

Sandra Milroy

Fort Mohave, AZ 8

RE: ARIZONA AMERICAN WATER COMPANY

Dear Sandra Milroy:

Your letter regarding the Arizona American Water Company ('AWC') 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: 11/20/2008

Opinion No. 2008 - 73190

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 - 73186

Date: 11/20/2008

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

Complaint By: First: Lawrence Last: Stone

Account Name: Lawrence Stone

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:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SUN CITY WEST WATER DISTRICT):

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

16 November 2008
Corporation Commission
1200 & 1300 W. Washington St
PHOENIX, ARIZONA 85007

EXECUTIVE MEMBERS

1. I reside in Sun City West, Arizona for 20 + years and I am a customer of Arizona American Water Works. Attached is my water bill for November 2008 for identification.
2. I have been made aware of the fact that American Arizona Company has or will be filing an application with you for an increase in the cost rate. It would be appreciated that I be permitted to offer a few comments.
3. I am a licensed Professional Mechanical Engineer in Arizona and several other U.S. States.

Also, I am very familiar with the great level of design & Construction that The Del Webb Corporation implemented in the actual construction of the houses and various systems including the water supply & distribution of system to each and every home that has been occupied for more than my 20 years. This community is one of the best. They specified only the top materials including piping, pumps and storage facilities. It has also, been indicated that these facilities are still in excellent condition and reliable. However, during the past several month I personally received notification, from the Arizona American Water Works that I should submit an amount of funds to Arizona American to cover repairs that may/may not happen on each property Owners home in the Sun Cities as they were not responsible to make any repairs, apparently even

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

though damages would occur in any event. By calculating the number of residents in the Sun Cities multiplying by the amount specified by the Water Works Company, results into a very hefty amount. I refused to donate and/or pay for some ridicules scheme, I also, was furnished another letter from them really taking - me - to - task.

4. With this amount of free funds, where is it and what will be the results of the donations Now am increase in the rate structure is apparently be requested.

5. In order to protect the residents in the event there is actually, great damages to the system on/off their property it is believed that any Operator of the IMPORTANT WATER SYSTEM which is vital to the health & welfare of the residents that a total review of the present contract be accomplished. This to insure that this vital system is clearly maintained and in an emergency that they (water experts) be ready to do what is - require in these circumstance.

6. In view of the existing situation of normal operation and in an emergency which may be unknown, I respectfully suggest that the increases in rate be denied.

Lawrence P. F.

SUN CITY WEST, ARIZONA 85375-5338

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 20, 2008

Lawrence P.E.

Sun City West, AZ 85375

RE: ARIZONA AMERICAN WATER COMPANY

Dear Lawrence P.E.:

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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/20/2008

Opinion No. 2008 - 73186

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73281 **Date:** 11/24/2008

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

Complaint By: **First:** Patricia **Last:** Huskey

Account Name: Patricia H Huskey **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:

11/21 *****DOCKET NO. S-01303A-08-0227*****SW-01303A-08-0227 *** FT. MOHAVE ****

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix , Az 85007

From:

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 had 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 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 around are using Arizona American Water Company for sewer and have a high percentage of connected services.

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, 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.

Page 2 of 2

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 for Arizona American Water Company to try and increase rates with out merit is nothing short of a fraudulent act.

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

Name: [Signature]

Name: [Signature]

Property Address

Telephone #

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73281

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

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Page 2 of 2

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Name: [Signature]

Name: [Signature]

Property Address

Telephone #

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73283

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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Page 2 of 2

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Name: [Signature]

Name: [Signature]

Property Address

Telephone #

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73285

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73291

Date: 11/24/2008

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

Complaint By: **Paul & Georgia** **Messina**

Account Name: Paul & Georgia Messina

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:

11/21 *****DOCKET NO. S-01303A-08-0227*****SW-01303A-08-0227 *** FT. MOHAVE ****

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Az 85007

From:

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.

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ARIZONA CORPORATION COMMISSION
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Page 2 of 2

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Name: [REDACTED] Signature:

Name: [REDACTED] Signature:

Property Address

Telephone #

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24

Called customer and left message that comments would be made part of the record.

End of Comments

Date Completed: 11/24/2008

Opinion No. 2008 - 73291
