

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



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**ORIGINAL**

**ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM**

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**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 73411**

**Date:** 11/26/2008

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

**Complaint By:** **First:** Christina **Last:** Jackson

**Account Name:** Christina Jackson **Home:** [REDACTED]

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

**City:** Fort Mohave **CBR:**

**State:** AZ **Zip:** 86426 **is:**

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

**Division:** sewer

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

**Nature of Complaint:**

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

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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

Arizona Corporation Commission  
**DOCKETED**

DEC - 4 2008

DOCKETED BY [Signature]

RECEIVED  
2008 DEC - 4 P 12:23  
AZ CORP COMMISSION  
DOCKET CONTROL

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 \$29 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.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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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 charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

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.

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 rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, 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.

\*End of Complaint\*

### **Utilities' Response:**

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

Responded with the following -

Dear Ms. Jackson:

Your correspondence 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 Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff'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 at 800-222-7000.

Sincerely,

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

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Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 11/26/2008**

**Opinion No. 2008 - 73411**

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

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 73412**

**Date:** 11/26/2008

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

**Complaint By:** **Shirley N. Regrut**

**Account Name:** Shirley N. Regrut

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Fort Mohave

**CBR:**

**State:** AZ Zip: 86426

**is:**

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

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

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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

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\*End of Complaint\*

### **Utilities' Response:**

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

Responded with the following -

Dear Ms. Regrut:

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

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Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 11/26/2008**

**Opinion No. 2008 - 73412**

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

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 73413**

**Date:** 11/26/2008

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

**Complaint By:** **First:** Karl and Rose **Last:** Denton

**Account Name:** Karl and Rose Denton

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

**Street:** [REDACTED]

**Work:**

**City:** Fort Mohave

**CBR:**

**State:** AZ **Zip:** 86426

**is:**

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

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

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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1200 W. Washington Street  
Phoenix, AZ 85007

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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.

\*End of Complaint\*

### **Utilities' Response:**

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

Responded with the following -

Dear Mr. and Mrs. Denton:

Your correspondence 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 Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

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Sincerely,

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 11/26/2008**

**Opinion No. 2008 - 73413**

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

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

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 73414**

**Date:** 11/26/2008

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

**Complaint By:** **Ken and Theresa** **Lugenbeel**

**Account Name:** Ken and Theresa Lugenebeel

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Fort Mohave

**CBR:**

**State:** AZ **Zip:** 86426

**is:**

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

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

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

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Customer sent the following correspondence -

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Phoenix, AZ 85007

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\*End of Complaint\*

### **Utilities' Response:**

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

Responded with the following -

Dear Mr. and Mrs. Lugenbeel:

Your correspondence 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 Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

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Sincerely,

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

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**Date Completed:** 11/26/2008  
**Opinion No. 2008 - 73414**



**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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

December 3, 2008

Ralph & Ruth Linderman

Bullhead City, Arizona 86426

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

Dear Ralph & Ruth Linderman:

This is to acknowledge your letter dated October 10, 2008, regarding the Arizona American Water Company rate case. Your comments will be placed on file with the Docket Control Center of the Arizona Corporation Commission, and made a part of the record in this application. The Commissioners will consider your comments before a decision is rendered in the Company's application.

Customer concerns addressed in letters, telephone calls and e-mails will assist staff in the investigation and review of the rate application. Staff's analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 1-800-535-0148 or in writing at the Tucson address noted below.

Sincerely,

Richard Martinez  
Public Utilities Consumer Analyst II  
Utilities Division

E-mailed Trish Meeter @ ACC's Phoenix Office to have this OPINION docketed towards Arizona-American Water Company. CLOSED.

\*End of Comments\*

**Date Completed: 12/3/2008**

**Opinion No. 2008 - 72464**

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