

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



0000091388

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4760

Investigator: Trish Meeter

Phone: [REDACTED] 2

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72586 Date: 10/30/2008

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

Complaint By: First: Norbert Last: Darmofal

Account Name: Norbert and Nancy Darmofal Home: [REDACTED]

Street: [REDACTED] Work:

City: Fort Mohave CBR:

State: AZ Zip: 86426 is:

Utility Company: Arizona - American Sewer Company

Division: sewer

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

Nature of Complaint:

10/30
S-01303A-08-0227 SW 01303A-08-0227 MT MOHAVE

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

Arizona Corporation Commission
RECEIVED
OCT 31 2008
[Signature]

RECEIVED
OCT 31 2008
1200 W. WASHINGTON ST
PHOENIX, AZ 85007

From: - Norbert Darmofal
[REDACTED]
Fort Mohave, AZ 86426

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

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:

10/30

Called customer. Advised opinion will be docketed.

End of Comments

Date Completed: 10/30/2008

Opinion No. 2008 - 72586

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 73433 Date: 11/28/2008

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

Complaint By: First: Last:
Sam & Mary Henderson

Account Name: Sam & Mary Henderson Home: [REDACTED]

Street: [REDACTED] Work:

City: Sun City West CBR:

State: AZ Zip: 5375 is:

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

11/26 W 01303-08-0227
SW 01303-08-0227 SUN CITY WEST
11/20/2008

Sam and Mary Henderson
[REDACTED]
Sun City West, AZ 85375

Phone: [REDACTED]
[REDACTED]

Docket you wish to comment on: Docket No. W-01303A-08-0227 et al
Docket Number: W-01303A-08-0227 et al
Case or Utility Name: Arizona American Water Company
Position on Docket: Con

While we may not be able to argue with the reasons and justifications for a rate increase for the Sun City West (SCW) District, we do want to argue against the amount. The average of a 78%+ increase is incredibly out of line with the retirement income increases that most residents of SCW realize in a multiple year period. Most residents are on fixed incomes, many on Social Security benefits, and many rely on income investments that were devastated by recent economics events. I would submit that most residents might gain a 2% - 3% cost of living increase in 2009 and future years.

We all struggle to make our money stretch, but with the cost of gasoline, the ever increasing cost for food, medicines, health care, home maintenance, basic utilities and necessities, it becomes harder and harder. We can cut our gasoline uses and reduce some of our other needs. Most SCW residents live a water conserving existence with desert vegetation and no grass. Most water uses are for cooking and personal hygiene. It is hard to cut back on that.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Please keep in mind that SWC is a retirement community with elderly people trying to enjoy their final years with some sort of financial comfort.

Be fair to the water utility, but be fair also to the citizens who will suffer from such a dramatic rate increase. An average increase of over 78% is just too much, even if it was initiated over a several month/year period.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/28

Called customer to advise comments would be docketed and made a part of the case.

End of Comments

Date Completed: 11/28/2008

Opinion No. 2008 - 73433

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/28/2008

Opinion No. 2008 - 73447

[Redacted]

W. 01303A-08-0227
SIN. 01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73431

Date: 11/28/2008

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

First:

Last:

Complaint By: Barney & Nadine Spilman

Account Name: Barney & Nadine Spilman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

11/26 DOCKET NO. W-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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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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] Signature:

Name: [Signature] Signature:

Property Address

Telephone #

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Left message with customer stating opinion will be docketed and made a part of the case.

End of Comments

Date Completed: 11/28/2008

Opinion No. 2008 - 73431

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 73429

Date: 11/28/2008

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

Complaint By: First: George Last: Ferrari

Account Name: George Ferrari

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Ray

CBR: [REDACTED]

State: MI Zip: 48096

is: Other

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: (602) 913-3167

Nature of Complaint:

11/26 DOCKET NO. W-01303A-08-0227 SW 01303A-08-0227 FT MOHAVE

11/15/08

George Ferrari
59789 Ray Center Rd

Phone (Home): [REDACTED]

Alternate (Daytime): [REDACTED]

Email: [REDACTED]

Name of Utility Co.: Arizona American Water
Name on Bill: George Ferrari
Account Number: [REDACTED]
Company Contacted:

To Whom It May Concern:

We currently built our retirement home located at 5108 Sage Lane, Fort Mohave Az. Four years ago the economy and growth of the area was flourishing. In our subdivision many residents live out of state and only use their homes seasonal. We received a letter stating our sewage bill was going up. In the 4 years that is an increase of 124%. That's unfair being we don't live in Az year round, The economy has gotten so bad and construction has come to a halt why should we have to pay for that increase. If AAW invested money into this community because they thought it would expand and it didn't why should we have to pay for it? I am writing this letter to let my opinions be heard.

George Ferrari
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Left message with customer stating opinion will be docketed and made a part of the case.

End of Comments

Date Completed: 11/28/2008

Opinion No. 2008 - 73429
