

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



0000091394

ORIGINAL

**ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM**

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73402

Date: 11/26/2008

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

Complaint By: **First:** Thomas **Last:** Rauland

Account Name: Thomas and Judith Rauland

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC):

***** MOHAVE WATER DISTRICT *****

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

To: Arizona Corporation Commission Utilities Division
1200 W. Washington Street
Phoenix Az 85007-2996

November 20, 2008

Dear Commissioner

Arizona Corporation Commission
DOCKETED
DEC -1 2008

RECEIVED
2008 DEC -1 P 3:01
AZ CORP COMMISSION
DOCKET CONTROL

DOCKETED BY [Signature]

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company and request that you refuse the above proposed rate increase.

When there were only a few housed in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per with no success.

Since Arizona American Water Company has taken over, and even thought 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 housed 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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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 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 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.

Your consideration in the above mailer is appreciated,

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/26/08 Called customer advised that the Commission was in receipt of their opinion and that a copy would be docketed for the record. CLOSED.

End of Comments

Date Completed: 11/26/2008

Opinion No. 2008 - 73402

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 - 73398

Date: 11/26/2008

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

Complaint By: **Robert A Hardy**

Account Name: Robert A Hardy

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC):

***** MOHAVE WATER DISTRICT *****

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

To: Arizona Corporation Commission Utilities Division
1200 W. Washington Street
Phoenix Az 85007-2996

November 20, 2008

Dear Commissioner

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company and request that you refuse the above proposed rate increase.

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 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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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 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 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.

Your consideration in the above mailer is appreciated,

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

11/26/08 Called customer advised that the Commission was in receipt of their opinion and that a copy would be docketed for the record. CLOSED.

End of Comments

Date Completed: 11/26/2008

Opinion No. 2008 - 73398

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 - 73399

Date: 11/26/2008

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

Complaint By: **First:** Revel **Last:** Ramey

Account Name: Revel and Dianne Ramey

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC):

***** MOHAVE WATER DISTRICT *****

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

To: Arizona Corporation Commission Utilities Division
1200 W. Washington Street
Phoenix Az 85007-2996

November 20, 2008

Dear Commissioner

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company and request that you refuse the above proposed rate increase.

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 with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area has 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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 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 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.

Your consideration in the above mailer is appreciated,

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/26/08 Called customer advised that the Commission was in receipt of their opinion and that a copy would be docketed for the record. CLOSED.

End of Comments

Date Completed: 11/26/2008

Opinion No. 2008 - 73399

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 - 73401

Date: 11/26/2008

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

Complaint By: **First:** Glen

Last: Kadrmas

Account Name: Glen and Susan Kadrmas

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC):

***** MOHAVE WATER DISTRICT *****

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

To: Arizona Corporation Commission Utilities Division
1200 W. Washington Street
Phoenix Az 85007-2996

November 20, 2008

Dear Commissioner

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company and request that you refuse the above proposed rate increase.

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 with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area has 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.

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UTILITY COMPLAINT FORM

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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.

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Your consideration in the above mailer is appreciated,

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/26/08 Called customer advised that the Commission was in receipt of their opinion and that a copy would be docketed for the record. CLOSED.

End of Comments

Date Completed: 11/26/2008

Opinion No. 2008 - 73401

W-01303A-08-0227
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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73400

Date: 11/26/2008

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

Complaint By: **Richard Miller**

Account Name: Richard and Yvonne Miller

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC):

***** MOHAVE WATER DISTRICT *****

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

To: Arizona Corporation Commission Utilities Division
1200 W. Washington Street
Phoenix Az 85007-2996

November 20. 2008

Dear Commissioner

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UTILITY COMPLAINT FORM

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Your consideration in the above mailer is appreciated,

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/26/08 Wrote the customer a letter advising them that the Commission was in receipt of their opinion and that a copy would be docketed for the record. CLOSED.

End of Comments

Date Completed: 11/26/2008

Opinion No. 2008 - 73400
