

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



ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator: Guadalupe Ortiz      Phone: [REDACTED]      Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73844      Date: 12/10/2008

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

Complaint By:      First: Thomas J.      Last: Reagan

Account Name: Thomas J. Reagan      Home: [REDACTED]

Street: [REDACTED]      Work: [REDACTED]

City: Mohave      CBR: [REDACTED]

State: AZ      Zip: [REDACTED]      is: [REDACTED]

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

12/4/2008

Thomas J. Reagan  
[REDACTED]  
Dana Point, CA [REDACTED]

Phone [REDACTED]  
Email [REDACTED]

Arizona Corporation Commission  
**DOCKETED**  
DEC 11 2008

DOCKETED BY [Signature]

AZ DEPT OF WATER  
DOCKET CONTROL  
2008 DEC 11 P 2:09  
RECEIVED

Docket you wish to comment on: Arizona American Water proposal for 40% rate increase  
Case or Utility Name: Arizona American Mohave Water District  
Docket Number: W-01303A-08-0227  
Position on Docket: Con

I own property at [REDACTED] 5 parcel [REDACTED]  
I am opposed to this rate increase because it will cause me financial hardship.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

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12/10/2008 @2:38pm -Left Message - Called customer, confirmed receipt of his letter. Explained that an opinion will be filed on his behalf and docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. Further explained to the customer that the Commission will take his opinion into consideration before a decision is rendered in this case. CLOSED  
\*End of Comments\*

**Date Completed: 12/10/2008**

**Opinion No. 2008 - 73844**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Called consumer to acknowledge receipt of opinion.  
\*End of Comments\*

Date Completed: 12/11/2008

Opinion No. 2008 - 73859

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

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

**Investigator:** Richard Martinez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2008 73595**

**Date:** 12/3/2008

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

**Complaint By:** **First:** Thomas E. **Last:** Troxell

**Account Name:** Thomas E. Troxell

**Home:**

**Street:**

**Work:**

**City:** Sun City West

**CBR:**

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

**is:**

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

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

(SUN CITY WEST WATER DISTRICT)

Thomas E. Troxell

Sun City West, Arizona 85357

November 19, 2008

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

RE: Docket No. W-01303A-08-0227, Arizona American Water Rate Increase Request

Dear Commission Members:

I have serious concerns regarding the proposed rate increase of @80% sought by Arizona American Water Company, Inc. for Sun City West customers. The company is already using a rate surcharge to cover costs incurred by adding arsenic removal facilities which on paper appear to not have been needed - if the percent of arsenic was as reported by the company.

On top of this surcharge now the company needs another 79.76% (AAW undated summary) on top of this? I believe this request to be unconscionable, exorbitant and without merit. The parent company of AAW knew what

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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they were getting when they bought the company. It would appear the company is more concerned with lining its pockets and the pockets of the stockholders than they are with providing clean water to a retirement community where a lot of folks live on fixed income. The recent 30% drop in stock prices has left many in this community struggling to make ends meet.

I would like you to ask some questions of AAW on my behalf; questions regarding executive compensation, executive perks, locations of and attendees at corporation meetings and retreats as well retirement packages for executives. Does the company own or provide country club memberships, maintain suites at sports venues? Is the company seeking to re-coop the entire costs of 'improvements' on the backs of customers? What did the parent company know/not know when purchasing AAW?

According to AAWs November 11th mailing the average cost per month will increase only \$.52 a day, or from \$19.52 to \$35.10/ month. That works out to a minimum of \$187.00 year. That amount buys a fair amount of groceries, medicine or gasoline. For me personally, the increase will be at least \$420.00 a year - a lot more groceries, medicine and gasoline.

Members of the Commission, asking for an 80% increase on a necessary ingredient for life such as water is, in my view, highway robbery, and I ask you to view it as the same and vote to deny this increase.

Thank you for considering this matter.

Thomas E. Troxell  
\*End of Complaint\*

### Utilities' Response:

NA  
\*End of Response\*

### Investigator's Comments and Disposition:

I called customer and told him that we are in receipt of his correspondence and that his opinion would be entered into our database and recorded for the record. Also, his opinion would be docketed so that the Commissioners would have an opportunity to read his concerns prior to rendering their decision. FILE CLOSED.

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E-mailed Carmen Madrid @ ACC's Phoenix Office to have this OPINION docketed towards Arizona American Water Company. (Docket No. W-01303A-08-0227)

\*End of Comments\*

**Date Completed: 12/10/2008**

**Opinion No. 2008 - 73595**

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SW 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 - 73855 Date: 12/11/2008

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

Complaint By: First: Gordon Last: Dunn

Account Name: Gordon & Jean Dunn

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86442

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W 01303A-08-0227 MOHAVE WATER AND WASTEWATER DISTRICT  
SW 01303A-08-0227

Dear Sirs,

We received a letter from AZ American Water Co. that they applied for a 81.16 percent increase for the sewer fees here in Mohave Valley.

Wouldn't we all like that kind of increase. I only get \$149.00 a month from social security after working 2 jobs most of my life. I'd like an 81.16 percent increase. The water here in Bullhead isn't fit to drink, so you buy bottled water, have a water softener or reverse osmosis. That kind of increase should go to making drinking water drinkable. The docket # is W-01303A-08-0227.

Thank you for your time, and please turn them down.

Jean Dunn

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer called and receipt of opinion acknowledged.

\*End of Comments\*

Date Completed: 12/11/2008

Opinion No. 2008 - 73855

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Priority: Respond Within Five Days

Opinion No. 2008 - 73856 Date: 12/11/2008

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

Complaint By: First: Gus Last: Pappas

Account Name: Gus & Florine Pappas

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No W 01303A-08=0227 Mohave Water and Wastewater District  
SW 01303A-08-0227

Arizona Corporation Commission  
Consumer Services Section

We agree with the enclosed article. Justify to us this rate increase!

Gus & Florine Pappas  
2054 Desert Palms Dr.  
Fort Mohave, AZ 86426  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer called and receipt of opinion acknowledged.  
\*End of Comments\*

Date Completed: 12/11/2008

Opinion No. 2008 - 73856

