

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



**ORIGINAL**

**ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM**

A7  
CO

Investigator: Reg Lopez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2008      74022      Date: 12/17/2008

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

Complaint By:      First:      Last:  
**James G.**      **Lenz**

Account Name:      James G. Lenz      Home: (000) 000-0000

Street:      Work:

City:      Bullhead City      CBR:

State:      AZ      Zip: 86426      is:

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

Division:      sewer

Contact Name:      Contact Phone:

Nature of Complaint:  
\*\*\*\*\*MOHAVE WATER AND WASTEWATER DISTRICT\*\*\*\*\*

Received the following note attached to the 10-1-08 letter from AZ American advising of the proposed rate increase for wastewater.

Arizona Corporation Commission

Please- enough is = = Enough=

People are hurting enough already.

Don't make it worse!

Docket # W-013103a-08-0227  
\*End of Complaint\*

Arizona Corporation Commission  
**DOCKETED**  
DEC 17 2008

DOCKETED BY

Utilities' Response:

Investigator's Comments and Disposition:

I mailed the customer the following pre-approved letter:

December 17, 2008

Mr. James G. Lenz

Fort Mohave, Arizona 86426

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2008 DEC 17 P 3:53

RECEIVED

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

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

Dear Mr. Lenz,

This is to acknowledge your letter 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,

Reg Lopez  
Public Utilities Consumer Analyst II  
Utilities Division  
:rxl

I e-mailed this OPINION to Carmen Madrid @ ACC Phx Office to have this docketed toward the MOHAVE WATER AND WASTEWATER DISTRICT of Az American Water, Docket Nos. W-01303A-08-0227 and SW-01303A-08-0227. File closed.

\*End of Comments\*

**Date Completed: 12/17/2008**

**Opinion No. 2008 - 74022**

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