

W 01445A-08-0440



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM RECEIVED

47
CO

Investigator: Brad Morton

Phone: [REDACTED] **Fax:** [REDACTED]

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
UTILITY CONTROL

Opinion No. 2008 - 74035

Date: 12/17/2008

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

Complaint By: **First:** Patrick **Last:** Keehn

Account Name: Patrick Keehn

Home: (928) 000-0000
Arizona Corporation Commission

Street: [REDACTED]

Work: DOCKETED

City: Sedona

CBR:

State: AZ **Zip:** 86336

is:

DEC 17 2008

Utility Company: Arizona Water Company

DOCKETED BY [Signature]

Division: Sedona

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

OPINION THROUGH CHAIRMAN GLEASON

Docket No. W-01445A-08-0440 SEDONA

It has come to my attention that the Arizona Water Company is asking for a rate increase. What ever their reasoning, this is not the time to increase water rates. Water is a basic human right whether you agree with this or not. The country is in a traumatic condition, and most probable, an economic recession (perhaps even a depression).

Arizona Water should cut cost before asking for a rate increase. With a large percentage of the country losing homes and cars, it seems out of this world a company is asking for a rate increase. This company cuts people off very quickly if they don't pay their bills. The number of people I run into on a daily basis who has had this done lately is going through the roof.

What is Arizona Water doing to be a positive force in preventing this from becoming a growing problem?

The anger in the state is at an all time have. There is a feeling the Commission approves every rate increase that is asked for. People are hurting. Please quit if you can't do the job. We need creative answers and just rubber stamping these increases is not the answer. Real leaders appear in these times of extreme difficulty and bureaucrats will be removed.

P.S. Perhaps if households can keep water usage below 600 gallons their rate is \$19. The gallon figure is arbitrary but the idea is sound. Save water and help people cut back on their water usage. We need new ideas not same old water increase taxes.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

December 17, 2008

RE: ARIZONA WATER COMPANY

Dear Water Customer:

Your letter regarding the Arizona Water Company ("AWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission'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 toll free at (800) 222-7000.

☐☐☐☐☐ Sincerely,

☐☐☐☐☐ Bradley G. Morton
☐☐☐☐☐ Public Utilities Consumer Analyst II
☐☐☐☐☐ Utilities Division
End of Comments

Date Completed: 12/17/2008

Opinion No. 2008 - 74035
