

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



ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

41
CO

Investigator: Al Amezcua Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 74023 Date: 12/17/2008

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

Complaint By: First: Gary L Last: Vrchticky

Account Name: Gary L Vrchticky Home: [REDACTED]

Street: [REDACTED] Work: (000) 000-0000

City: Sun City West CBR: [REDACTED]

State: AZ Zip: 00000 is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins Contact Phone: (623) 815-3107

Nature of Complaint:

12/17/08 Sun City West Water District.

This rate increase requested by American water is an insult to the intelligence of the commission and to the people of SCW. It is a blantant attempt to request a ridicules rate increase hoping the commission will roll over and approve a lesser amount to appease the affected people of this community. I sincerely hope that the commission will see through this fraudulent attempt to victimize the citizens of SCW and act in a responsible manner.

Thank you.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/17/08 Good morning Mr. Gary L Vrchticky

December 17, 2008

RE: Arizona American Water Company

Dear Water Customer:

Your letter regarding the Arizona American Water Company ("AAWC") 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 AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and

Arizona Corporation Commission

DOCKETED

DEC 18 2008

DOCKETED BY [Signature]

RECEIVED
2008 DEC 18 PM 2:01
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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.

I will also send this letter to the utility company as they would be responding to your questions. Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/17/2008

Opinion No. 2008 - 74023

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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 - 74017

Date: 12/17/2008

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

Complaint By: **First:** Larry **Last:** Tiefel

Account Name: Larry & Karin Tiefel

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Bullhead City

CBR: [REDACTED]

State: AZ **Zip:** 86426

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

12/17/08 MOHAVE WATER DISTRICT.

From: Larry & Karin Tiefel [REDACTED]
Sent: Friday, December 12, 2008 8:59 PM
To: Utilities Div - Mailbox
Subject: Mohave Wastewater District - W-01303A-08-0227

I am commenting about the Mohave Water District, Docket # W-01303A-08-0227, Arizona American Water

I position on this docket would be against it as it is currently worded, and would like to add the following comments:

Arizona American Water just received a rate increase at the beginning of 2007 or 2008 of 25% and now are requesting another rate increase of almost 100%. It make me question the management of the company, or the hand that continues to ask for rate increases. Why does this improvement need to be paid back so quickly, if my numbers are correct these funds would pay the debt off in only 8 years. This is a major increase placed on a wastewater district of only 1250 homes.

I attended the beginning on a meeting that Arizona American Water held at the El Rio Country Club in the early fall, I was only able to stay for the beginning of this meeting, it seemed as if it were a duty that Arizona American Water had to perform. The employee that began speaking was very respectful of the very large crowd that I don't think they expected, there was not nearly enough room for the crowd. The woman who spoke about the financial reasons for the rate hike spoke only in a soft low volume voice and would not speak up, so no one could understand her because few could even hear her. The male employee that spoke about the reason for the plant expansion was a man of few words, we were close to capacity on a certain day and that told us we have to build a bigger plant. Their attitude seemed to be that we had to increase capacity, now you have to pay for it.

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Larry would like to write about the problem mentioned requested and some possible alternatives. As I stated above, this is a major rate increase for a small wastewater district of only 1250 homes.

- * Increase the number of homes on this wastewater system, requiring more homes to hook up to this system would decrease the rate for each home owner to pay.
- * Is there a grant (federal, state or other), that has been or could be applied for to assist in paying this increased capacity.
- * Has the increase been audited and found to be reasonable for the expansion built? Was double the capacity increase required at this time or could some have been deferred until the economy improved and building continued?
- * Could this increase, or part of it, be paid by property taxes, those property owners in the district not only those that have built yet. Property owners assist in paying for fire and school systems that they don't use currently why not improvements to the wastewater system.
- * With such a small number of homes on this system, could it be combined with a wastewater system in the area, like Bullhead City?

I realize that wastewater system require improvements but almost \$90 a month will have a great impact on the homeowners in this area as most of us live on a fixed income. This attitude that we built it now you pay for it is a very poor attitude to have, vacant homes wouldn't help anyone. I hope these comments are helpful, please contact me if needed.

Sincerely,

Larry & Karin Tiefel


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/17/08 Good morning Mr. Larry & Karin Tiefel

December 17, 2008

RE: Arizona American Water Company

Dear Water Customer:

Your letter regarding the Arizona American Water Company ("AAWC") 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 AAWC 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.

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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.

I will also send this letter to the utility company as they would be responding to your questions. Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/17/2008

Opinion No. 2008 - 74017

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 74049

Date: 12/18/2008

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

Complaint By: First: Merle Last: Pasternak

Account Name: Merle Pasternak Home: [REDACTED]

Street: [REDACTED] Work:

City: Surprise CBR:

State: AZ Zip: 85387 is:

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

Docket No. W-01303A-08-0227 Aqua Fria Water and Aqua Fria Wastewater District
SW 01303A-08-0227

Customer is against such a high rate increase. Attended local meeting and people are very upset.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 12/18/2008

Opinion No. 2008 - 74049