

W. 01303A-08-0227
SK. 01303A-08-0227



0000092055

ARIZONA CORPORATION COMMISS. ...

UTILITY COMPLAINT FORM

RECEIVED

ORIGINAL

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 74030

Date: 12/17/2008

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

First:

Last:

Complaint By: Joanne

Edgmon

Account Name: Joanne Edgmon

Home: [REDACTED]

Street: [REDACTED]

Work:

Arizona Corporation Commission

DOCKETED

City: Bullhead City

CBR:

DEC 22 2008

State: AZ Zip: 86439

is:

Utility Company: Arizona - American Water Company

DOCKETED BY

[Signature]

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****Mohave Water and Wastewater District*****

Received the following customer letter. The referenced attached letter is a article in the Mohave Valley Daily News from a water company customer complaining about the increase:

Re: Docket # W-013103A-08-0227

Dear Commissioners,

I am a 70 year old female, living on a fixed income. I am just barely getting by. There are many like me. Recently I treated myself to the local paper and was horrified to read the attached letter.

Why does the American Water Co need an 81% increase? The electricity is going up and the water company just recently went up by 20 cents or more a day. Our income isn't going up.

They overspend and mishandle the money they gouge from the public, and ask for more!

If this keeps up, there is going to be more and more homeless.

These companies need to be accountable for how they spend our money! They need to tighten their belts, the way we have to do, and put off some spending until the economy gets better.

I thought the San Diego area was greedy, but this area makes them look like amateurs! (Excuse the spelling)

I think I made a mistake moving here.

I know I am wasting my time in writing, but I'm praying someone will wake up and help us stop this madness.

We are in a Depression , even though Uncle Sam doesn't want to admit it. Please stop this increase!!

Thank you

Joanne Edgmon

[REDACTED]

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Bullhead City, AZ
86429

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I replied to the customer with the following pre-approved letter format:

December 17, 2008

Ms. Joanne Edgmon
Post Office Box 20220
Bullhead City, Arizona 86439

RE: ARIZONA-AMERICAN WATER
DOCKET NOS. SW-01303A-08-0227 and W-01303A-08-0227

Dear Ms. Edgmon,

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 emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards ARIZONA-AMERICAN WATER DOCKET NO. SW-01303A-08-0227 and W-01303A-08-0227 (Mohave Water and

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Wastewater District). File closed.
End of Comments

Date Completed: 12/17/2008

Opinion No. 2008 - 74030

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We have livestock and use a considerable amount of water on two acres. The water Company does very well on our usage of this natural resource.

In this economy, everyone must streamline and cut costs, not just raise prices to cover salaries for C. E.O.'S and poor marketing practices.

I am opposed to this request to raise the cost of our water.

THE HALL FAMILY: The Hall's
David & Joanne Hall
██
Waddell, Az 85355
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer @ 8:18am. I spoke to Mr. Hall and acknowledged his letter dated 12-11-08 regarding the proposed rate increase for Az American Water Co. I extended thanks for taking the time to express his opinion in this matter and their opinion would be considered before a decision was rendered in this matter.

I e-mailed this OPINION to Trish Meeter @ ACC Phx Office to have this docketed toward the Agua Fria Water System 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 - 74013

W.01303A:08.0227
SW.01303A.08.0227

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Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 74006

Date: 12/16/2008

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

Complaint By: First: John Last: Whitney

Account Name: John Whitney

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC Agua Fria Water District):

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

-----Original Message-----

From: John & Arlene Whitney [REDACTED]
Sent: Thursday, December 11, 2008 5:42 PM
To: Utilities Div - Mailbox
Subject: Docket W-01303A-08-0227

John Whitney
[REDACTED]
Surprise, AZ [REDACTED]

DOCKET YOU WISH TO COMMENT ON:
Proposed rate increase for American Water

DOCKET NUMBER: W-01303A-08-0227
CASE OR UTILITY NAME: Agua Fria Water District, Arizona-American Water

I oppose the requested rate increase from American Water, they want to raise the residential water bill over 60% per month, if the water meter is 5/8 inch the water bill will increase \$14.00 monthly & if it's a 1" meter it will increase \$25.00 monthly, that is a huge increase and we can also expect rate increase request from the power & gas companies. Many of us citizens are having a difficult time making our current bills, and even if the water bill increase \$14.00 that is \$14.00 we don't have. American water doesn't really care if we can pay this increase, if we don't pay the total bill they shut off the water, 'no and's or if's about it'. Does American water pay out bonuses to executives or employee's, do they pay employee's to take needless so called educational conferences trips,

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or waste money in other area's?

where does all there money go, please make them show you where all there spending goes and hold them accountable? Please consider the customers of American water when coming to a decision on the rate increase request. Many people can't afford this increase, we are nickel'd and dime'd to death and it is very stressful trying to just survive. It may seem like a small amount but it's not and it all add's up and with everyone else asking for more; from HOA's to Water' it all add's up to we can't afford it.

Sincerely yours,

John Whitney
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Email to Customer:

Dear John Whitney,

Your email sent to Arizona Corporation Commission ("Commission") in regard to the application filed by Arizona - American Water Company ("AAWC") requesting approval of an increase in rates has been received.

An opinion, on your behalf has been placed on file with the Docket Control Center of the Commission to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the AAWC rate case.

Concerns raised by customers assist the Commission within 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 both, 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 12/16/2008

Opinion No. 2008 - 74006

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

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Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 74018

Date: 12/17/2008

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

First:

Last:

Complaint By: Al & Eileen

Trueman

Account Name: Al & Eileen Trueman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED (AAWC MOHAVE WATER & WASTEWATER DISTRICT):

RE: DOCKET NO. W-01303A-08-0227
SW-01303A-08-0227

I am protesting the rate increase that AZ American is trying to apply to a few users in the Fort Mohave area. Why should a few of us be penalized when you have a very large user base. Why can't it be distributed to all?

This is very unfair to those of us who live in Los Lagos and use your services. Most of us are on fixed income and this really hurts us.

Please reconsider.

Al and Eileen Trueman
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/17/2008 - Email to Customer;

Dear Al & Eileen Trueman,

Your email sent to Arizona Corporation Commission ("Commission") in regard to the application filed by Arizona - American Water Company ("AAWC"), requesting approval of an increase in rates has been received.

An opinion, on your behalf has been placed on file with the Docket Control Center of the Commission to be

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made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the AAWC rate case.

Concerns raised by customers assist the Commission within 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 both, 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 12/17/2008

Opinion No. 2008 - 74018

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Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 74015

Date: 12/17/2008

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

Complaint By: First: Jack & Betty Last: Pozenel

Account Name: Jack & Betty Pozenel

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Ft. Mohave

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

***** Mohave Water and Wastewater system*****

Received the following customer letter:

TO: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ85007

From: Jack and Betty Pozenel

[REDACTED]
Ft Mohave AZ [REDACTED]

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

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 month 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 \$29 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%

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