

W-01445A-08-0440



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ORIGINAL

ARIZONA CORPORATION COMMISS.

UTILITY COMPLAINT FORM

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Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73927

Date: 12/15/2008

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

Complaint By: First: Larry V. Last: Bayles

Account Name: Larry V. Bayles

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85023

is:

Utility Company: Arizona Water Company

Division: White Tank

Contact Name: Tom Harrell

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01445A-08-0440 *****

Customer sent the following correspondence -

Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007

RE: Arizona Water Company

This is to object to the double digit 25% rate increase requested. Utilities should only expect a return on investments and not expect rate payers to pay for capital expenditures.

Modest rate increases may be in order, however this request is unreasonable!

Cordially,

Larry V. Bayles
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Arizona Corporation Commission

DOCKETED

DEC 22 2008 3:21 P

DEC 22 2008

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DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
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Responded with the following -

Mr. Larry V. Bayles

[REDACTED]
Phoenix, AZ 85023

RE: ARIZONA WATER COMPANY
DOCKET NO. W-01445A-08-0440

Dear Mr. Bayles:

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

The concerns raised in letters, e-mails and phone calls 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 at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 12/22/2008

Opinion No. 2008 - 73927

AZ CORP COMMISSION
DOCKET CONTROL

2008 DEC 22 P 3:21

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