

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



ORIGINAL

ARIZONA CORPORATION COMMIS.
UTILITY COMPLAINT FORM

47
60

Investigator: Guadalupe Ortiz Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 74213 Date: 12/29/2008

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

Complaint By: First: Micaela and Ben Last: Powell

Account Name: Micaela and Ben Powell 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:

REFERRED FROM CHAIRMAN GLEASON'S OFFICE:

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

Arizona Corporation Commission
DOCKETED
DEC 31 2008

From: Micaela or Ben Powell [mailto:[REDACTED]]
Sent: Wednesday, December 10, 2008 9:14 AM
To: Gleason-WebEmail
Subject: Arizona American Water

DOCKETED BY [Signature]

Please do not approve rate changes on Arizona American Water. They are high enough and they just should wait until the developments they are in to build out the houses fully. I do not think we should pay for improvements. Their rates are high enough and do not work with customers very much. One example is when we fill a pool we should not have to pay for sewer fees based on water consumption. All other water companies do this. There are still houses being built in our development and when they are done it will be more money to them when finished. They should just wait or take out new loans. I think they are a California company. They are asking for a huge jump in prices. They should ask us to conserve water or do other things except raise rates when they need more money.

Thank you for listening
End of Complaint

AZ CORP COMMISSION
DOCKET CONTROL

Utilities' Response:

N/A
End of Response

2008 DEC 31 11:19

RECEIVED

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Email to Customer:

December 29, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. W-01303A-08-0227
SW-01303A-08-0227

Dear Micaela and Ben Powell,

Your email regarding the Arizona American Water Company ("AAWC") rate case sent to Chairman Gleason's office 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 take your comments and concerns into consideration before a decision is rendered on the AAWC rate application.

The concerns raised in letters received from customers 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.

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 relating to this issue, please call me toll free at (800) 222-7000 or directly at [REDACTED]

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 12/29/2008

Opinion No. 2008 - 74213

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 74255

Date: 12/30/2008

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

Complaint By: **Barbara W. Gray**

Account Name: Barbara W. Gray

Home:

Street:

Work: (000) 000-0000

City: Tubac

CBR:

State: AZ **Zip:**

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****REFERRED FROM CHAIRMAN GLEASON'S OFFICE*****

From:
Sent: Monday, December 29, 2008 12:05 PM
To:
Subject: Docket No. W-01303A-08-0227--breaking up a marriage...

Three years ago, my husband wanted to join many of our neighbors in Tubac who were putting in their own wells. I told him I didn't think it was fair--just because we could afford to do this--that we bail out of the community water system and get our own. I felt strongly that we should remain part of the community system and help everyone maintain their own healthy system. Furthermore, I said that there was no way that a public water company would be permitted to increase rates exponentially--which is exactly what is now being proposed.

I am certain there are other federal and state laws which protect us from increases such as this--making our rates totally out of sync with all other American Water customers elsewhere in the state. I just don't know enough about these fairness laws to cite chapter and verse. But I'm sure it is so.

So--you have a choice to help me preserve my marriage. This rate increase is wrong, unfair, and outrageous. There must be a way that American Water can be encouraged to amortize their costs over their entire system--which would result in a small increase for everyone. This is the way all other public systems work--what is different about this one?

Also--I am REALLY uncomfortable with the carte blanche permission to increase whatever they need to deal with the arsenic problem. This cuts the public out of helping to choose methods that are less expensive.

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

This is about democracy. This is about marriage and preserving the family! This is about rich people being able to serve themselves and not the larger community. This is about a company punishing a small segment of their ownership BECAUSE it is a small segment, and for no other reason.

Please do not allow this increase and especially do not allow it to include the arsenic provision. This should be a separate action.

Barbara W. Gray

You can't necessarily have what you want.
But you can have who you are.
And it follows, as the night the day,
that the more you want,
the more you lose touch with who you are.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/30/08 I contacted Mrs. Gray and informed her that her opinion and comments had been received. I also informed her that the opinion will be made part of the permanent record and that distribution will be made to Commissioners and Staff members involved in this matter. I also provided her with the AGC website address for reviewing records and documents filed in this matter. She appreciated the follow up call. Closed

Filed in docket no. W-01303A-08-0227 and SW-01303A-08-0227
End of Comments

Date Completed: 12/30/2008

Opinion No. 2008 - 74255