

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



ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez **Phone:** [REDACTED] **Fax:** [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73492 **Date:** 12/1/2008

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

Complaint By: **First:** Harlyn L. **Last:** Griffiths

Account Name: Harlyn L. Griffiths **Home:** [REDACTED]

Street: [REDACTED] **Work:** [REDACTED]

City: Scottsdale **CBR:** [REDACTED]

State: AZ **Zip:** [REDACTED] **is:** [REDACTED]

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:
(Paradise Valley Water District)

Received the following correspondence:

I strongly object to any increase in rates. I believe this company has been raping its customers at the present rates. I am enclosing sample billings on my home. You will note that we are being charged for "public safety fire flow" which I understand has to do with upgrading water flow for fire hydrants. We do not even have a fire hydrant of 66th St. between Camelback Rd and Chaparral. The closest hydrant is approx. 800 ft. to the North at Casa Blanca and Chaparral. Also, the arsenic recovering fee is ridiculous. The combinations of all these fees plus the public safety fire flow almost equals the actual water usage. In addition to these two items they will charge a late payment fee even if payment arrives on or before the due date, reason being it takes them as much as eight days to process the payment and if your payment does not get processed by the due date you are charged a late charge. I called regarding the late charge on the Nov. 07 payment and was informed that regardless when the payment was received at their facility if they did not process it by the due date a late charge was added to your next bill.

If you have any questions please contact me at my office phone [REDACTED] or cell [REDACTED]

Thank you,

Harlyn L. Griffiths

End of Complaint

Utilities' Response:

na
End of Response

AZ CORP COMMISSION
DOCKET CONTROL

2009 JAN - 6 10 11:01 AM

RECEIVED

Arizona Corporation Commission
DOCKETED

JAN - 6 2009

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

12/10

I called customer @ 1635 hours and left a voice mail message to call me regarding his high bill I received for November's billing date.

12/11

I called customer @ 0935 hours and left a voice mail message to call me so that we can discuss his high bill usage for the month of November 2007.

12/12 I spoke with customer regarding his questions he has on this Opinion. Customer is frustrated and wants to make sure that this company is not given a rate increase. I told customer that I would enter his Opinion into our database for the record and his opinion would be docketed so that the Commissioners will have an opportunity to read his comments prior to rendering their decision. CLOSED.

E-mailed Guadalupe Ortiz @ ACC's Phoenix Office to have this OPINION docketed towards Arizona-American Water Company W-01303A-08-0227. CLOSED.

End of Comments

Date Completed: 12/30/2008

Opinion No. 2008 - 73492

W-01303A-08-0227

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2009 - 74368

Date: 1/6/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

Complaint By:

First:

Wanda

Last:

Young

Account Name:

Wanda Young

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Sun City West

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company.

Arizona - American Water Company

Division:

Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC SUN CITY WEST WATER DISTRICT):

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

SW-01303A-08-0227

AZ Corp Com

How much pay does the top brass of AZ Water Co make & what are the perks? These Co that are paying enormous wages & then come back for the customers to pay a big raise for their water use is outrageous. AZ Water has already had a raise for 08. In April I used 4 thousand gal \$38.16 Dec 4th 42.60 charge and now they want another big raise. It's time for better management of their money and stop the perks in management. No more raise for A.P.S. executive that went from \$548,000 to \$800,000 plus all the perks. Do they think the customers are that well off also. Foreclosures & lost jobs & all these Co want is more money. Start at the top for cuts to fix the need for money. APS has a 9.3% hike pending. Forget it, tighten their belts It seems that Gleason is the only Commissioner that understands how much all these raises are hurting.

Sincerely

Wanda Young

[REDACTED]
Sun City West, AZ [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

CORRESPONDENCE MAILED TO CUSTOMER:

January 6, 2009

Wanda Young
[REDACTED]

Sun City West, AZ [REDACTED]

RE: ARIZONA - AMERICAN WATER COMPANY

Dear Wanda Young:

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.

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,

Guadalupe Ortiz
Consumer Service Specialist
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 1/6/2009

Opinion No. 2009 - 74368

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 74371

Date: 1/6/2009

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

Complaint By: **First:** Lawrence David **Last:** Berkowitz

Account Name: Lawrence David Berkowitz

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC AGUA FRIA WATER DISTRICT):

RE: Docket No. W01303A-08-0227
SW-01303A-08-0227

12/24/2008

Lawrence David Berkowitz

[REDACTED]
Surprise, AZ 85374-5012

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: Arizona American Filing May 2, 2008 for Agua Fria District Water Rate Increase

Docket Number: W-01303A-08-0227

Position on Docket: Other

I wish to comment on two matters that I believe are part of the above docket.

1. The largest percentage increase is levied on the 0-4,000 Gallons per month block. I propose a higher increase on the 13,000 gallon and over block to discourage high water usage while lower increases on the 0-4,000 block to ease the impact on small users.

2. Much of the increase is justified on the basis of increased investment for serving new developments. I propose that additional investment to serve newly developed areas be reimbursed through an initial hook up fees for first time users.

ARIZONA CORPORATION COMMISSION
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End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

1/6/2009 @11:03AM - Called customer, confirmed receipt of his letter. Advised the customer that an opinion has been filed on his behalf and will be docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. I thanked the customer for taking the time to express his comments and concerns on the proposed matter. Left my name and direct telephone number, and welcomed the customer to call me if he has any questions related to this matter. CLOSED

End of Comments

Date Completed: 1/6/2009

Opinion No. 2009 - 74371

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 74327

Date: 1/5/2009

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

Complaint By: First: **Mr. & Mrs. W. R.** Last: **Netz**

Account Name: Mr. & Mrs. W. R. Netz

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - MAHAVE WASTEWATER DISTRICT):

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

Saturday, December 27, 2008

Dear Arizona Corporation Commissioners:

Re: Arizona American Water, Mohave Wastewater District (sewer) rate increase for Desert Lakes in Mohave County. Docket No. W-01303A-08-0227

This plea is from the seniors on a fixed income.

When we purchased our home in 1995 the sewer was in and paid for. A Mr. Rinaldi of Desert Lakes Development Inc. made a list of all persons buying a home here and began charging a \$10.00 monthly sewer charge. This, he said was to clean the sewer pipes. Of course no cleaning ever occurred.

During his Bankruptcy, we received a notice to send our \$10.00 per month sewer charge to Arizona American Water Co. in Pasadena, Ca.

In 1998 with no notice of rate increase, Arizona American Water Co. raised the monthly sewer charge from \$10.00 per month to \$42.88 per month, a 428% increase! Then quickly raised the monthly charge to \$49.76 where it is today and of course no sewer maintenance done in about 14 years.

Now we are informed by a letter from Arizona American Water (sewer) of 19820 N. 7th Street, Suite 201, Phoenix, AZ 85024 that the rate is going up to \$89.10 per month, or another 81% increase!

ARIZONA CORPORATION COMMISSION
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As you can calculate, even \$10.00 per month per household is quite an amount for no work.

We could afford \$10.00 per month sewer charge but the sewer monthly fee has quickly escalated to a point where we cannot afford it.

Our Medicare premiums and out-of-pocket costs (property tax UP over 100,000K in a down economy) are increasing at a rate that is unsustainable for seniors living on a fixed income.

With the proposed monthly sewer rate increase, seniors who are already stretched by rising grocery bills etc. will not be able to afford the prescription drugs (also up) we need. Please, do not allow Arizona American Water (sewer) to increase our monthly sewer fee again.

Thank you for your time and may God Bless.

Respectfully,
Mr. & Mrs. W. R. Netz

[REDACTED]
"End of Complaint"

Utilities' Response:

Investigator's Comments and Disposition:

1/5/2009 - CORRESPONDENCE MAILED TO CUSTOMER:

January 5, 2009

Mr. & Mrs. W. R. Netz

[REDACTED]
Fort Mohave, AZ [REDACTED]

RE: ARIZONA - AMERICAN WATER COMPANY ("AAWC")
DOCKET NO. W-01303A-08-0227
SW-01303A-08-0227

Dear Mr. & Mrs. W. R. Netz:

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.

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 or local at (602) 542-4251.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 1/5/2009

Opinion No. 2009 - 74327
