

W. 01303A-08-0227  
SW. 01303A-08-0227  
ORIGINAL



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion No. 2009 - 74517      Date: 1/12/2009

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

Complaint By:      First: Lisa and Gary      Last: Turner

Account Name: Lisa and Gary Turner      Home: [REDACTED]

Street: [REDACTED]      Work: [REDACTED]

City: [REDACTED]      CBR: [REDACTED]

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

Utility Company: Arizona - American Sewer Company

Division: sewer

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

Nature of Complaint:

Email Received - Opinion Opposed (AAWC Mohave Wastewater District):

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

The increase you are trying to impose in Mohave Valley is outrageous. The amount, almost a 50% increase is just ridiculous. I am a part time resident there, only using the home for a weekend every 8 to 10 weeks. I am paying 5 times more more sewage water then fresh water. If you raise the fee that much, it will be a financial burden not only to me but many others who are on limited and fixed incomes. In this economic downturn, your greed is disgusting.

Lisa and Gary Turner  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Email to Customer:

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

Dear Lisa and Gary Turner,

Your email regarding the Arizona American Water Company ("AAWC") rate case sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the

Arizona Corporation Commission  
DOCKETED  
JAN 14 2009

DOCKETED BY [Signature]

AZ CORP COMMISSION  
DOCKET CONTROL

2009 JAN 14 P 2:03

RECEIVED

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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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  
[REDACTED]

CLOSED  
\*End of Comments\*

**Date Completed: 1/12/2009**

**Opinion No. 2009 - 74517**

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 74486

Date: 1/12/2009

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

Complaint By: First: Jack Last: Collings

Account Name: Jack Collings

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 - MOHAVE WASTEWATER DISTRICT):

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

December 15, 2008

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

Subject: Arizona American Water Company sewer rate increase

I have been a customer of AZAWC for more than ten years. During this time my sewer rate has increased from about \$30 to the present \$49.76. My fixed income has not increased at anything close to that rate.

When I built my house I paid a sewer capacity fee which was to pay for the sewer up-grades. I should not be charged for more up-grades now to allow future customers to hook up to the system, they (new customers) need to pay when they become users of the system.

I protest the proposed obscene rate increase of \$40 that will come close to doubling my monthly sewer bill.

Sincerely,

Jack Collings

Fort Mohave, AZ [REDACTED]

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

CORRESPONDENCE MAILED TO CUSTOMER:

January 12, 2009

Jack Collings

Fort Mohave, AZ

RE: ARIZONA-AMERICAN WATER COMPANY

Dear Jack Collings:

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  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

CLOSED

\*End of Comments\*

**Date Completed:** 1/12/2009

**Opinion No.** 2009 - 74486

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W-D1303A-08-0227  
SW-D1303A-08-0227

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Al Amezcua

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 74520**

**Date:** 1/12/2009

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

**Complaint By:** **First:** William C **Last:** Adams

**Account Name:** William C Adams

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:** [REDACTED]

**State:** AZ **Zip:** 85375

**is:** Cellular

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

1/12/09 SUN CITY WEST WATER DISTRICT

From: William Adams [mailto:[REDACTED]]  
Sent: Monday, January 12, 2009 10:21 AM  
To: Newman-Web  
Subject: Proposed rate increase for Arizona American Water

To The Arizona Corporation Commission

Proposed Rate Increase for Arizona American Water ----- 79%

In the shadow of last years rate increase, I am wondering how Arizona American Water can possible need another 79% rate increase. Could it be they are padding the request for more than they actually need? I think AA Water may also be padding their expenses as well. During last years rate increase request I attempted to get a copy of the balance sheet and operating statement for the company and found that they do not provide the standard reporting data. There is no operating information for the rate payer to review as they state in their notices sent to the rate payers. It is quite apparent they do not want to have that information available for the public (rate payers) to see. It sure looks like the management is PUMPING UP EXPENSES to obtain yet another rate increase. I would like to see the real numbers for this company including the salary and benefit packages for the top management and board of directors. This company is entitled to a fair and reasonable profit. That being said, they should be required to provide clear, concise operating costs. I do hope the Corporation Commission will do the right thing for the rate payers and audit the operating costs carefully.

At the end of the day, if they really do need 79%, then show us the numbers.

Thank You,

Willaim C. Adams

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/12/09 responded via email to Mr. Adams

January 12, 2009

RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

I was assigned on behalf of Commissioner Newman to respond to your email. Your email 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,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed:** 1/12/2009

**Opinion No.** 2009 - 74520

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 74467

Date: 1/9/2009

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

Complaint By: First: Melinda Last: Maddock

Account Name: Melinda and Thomas Maddock

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Tubac

CBR: [REDACTED]

State: AZ Zip: 85646

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

1/9/09 Referred by Chairman's Mayes office by Sheila Stoeller.

TUBAC WATER DISTRICT

From: [REDACTED]  
Sent: Thursday, January 08, 2009 5:06 PM  
To: Mayes-WebEmail; Kennedy-Web; Stump-Web; Pierce-Web; Newman-Web  
Subject: Docket No. W-01303A-08-0227

REF: Docket No. W-01303A-08-0227  
Arizona-American Water Proposed Rate Increase

TO: Chairman Kristin K. Mayes  
Commissioner Sandra D. Kennedy  
Commissioner Bob Stump  
Commissioner Paul Newman  
Commissioner Gary Pierce

FROM: Melinda and Thomas Maddock  
12 Western Saddle Court, PO Box 4908  
Tubac, Arizona 85646

We are opposed to Arizona American's request for a 72.7% rate increase above the current amount paid now by us and all the other water customers here in the Tubac Water District. We ask the Arizona Corporation Commission to deny their request; or in the alternative, approve a rate of increase of no more than 4%.

There are only 532 water customers currently served by Arizona American here in Tubac. Arizona American's requested rate increase is excessively burdensome and onerous. This request is completely unfair given the

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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size of the customer pool as well as the current and foreseeable economic situation.

Many of us living here in Tubac are on fixed incomes and are just making ends meet as it is. Arizona American has many other ways of making its profits. Their requested rate increase, together with what they want to do for arsenic remediation will make the payment for water prohibitively expensive for us all in this little village.

Many in the community may be forced to sell their homes or resort to digging their own wells. The water table will be depleted. Historic Tubac and the residents will suffer irreversibly.

When Arizona American purchased our little water company they knew, or should have known, that this little company would never be a great income producer. In doing their Due Diligence prior to purchasing this small water company, Arizona American was fully aware of the condition of the infrastructure and the problems they may encounter in the future. Our little company is only a small little part of the companies owned and operated by Arizona American and their parent company.

Arizona American and their parent company must look for an alternative plan to obtain the profits they want. Bankrupting their customer base or losing their customer base is not good for business nor is it good for the economy of Arizona.

Thank you for your kind attention to this issue.

Please make this letter/e-mail a part of the record in this rate case.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Respond via email to Ms. Melinda Maddock

January 9, 2009

RE: ARIZONA AMERICAN WATER CO

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.

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.

Sincerely,

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed: 1/9/2009**

**Opinion No. 2009 - 74467**

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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 - 74544**

**Date:** 1/13/2009

**Complaint Description:**

08A Rate Case Items - Opposed

N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

**Gary & Linda**

**Moyer**

**Account Name:**

Gary & Linda Moyer

**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 MOHAVE WASTEWATER DISTRICT):

RE: W-01303A-08-0227

SW-01303A-08-0227

To: Arizona Corporation Commission Utilities Division  
1200 W. Washington Street  
Phoenix Az 85007-2996

cc: Arizona Residential Utility Consumer Office  
1110 West Washington, Suite 220  
Phoenix, Az 85007

Re: Rate Request No: SW-01303A-08-0227

Dear Commissioners:

We have been constantly dealing with the unreasonable demand & raising month sewer fees by Arizona American Water Company and request that you refuse the above proposed rate increase. 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 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 \$26 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 they mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charged our developer for the sewer impact fee throughout the tract. Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit. If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the raising costs of utilities, gas, food and other items for Arizona American Water Company to try and increase rates with out merit is nothing short of a fraudulent act. We hereby request that Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39 per month, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Your consideration in the above matter is appreciated,

Sincerely,

Gary & Linda Moyer  
[REDACTED]

Fort Mohave, AZ [REDACTED]

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

CORRESPONDENCE MAILED TO CUSTOMER:

January 13, 2009

Gary & Linda Moyer  
[REDACTED]

Fort Mohave, AZ [REDACTED]

RE: ARIZONA - AMERICAN WATER COMPANY

Dear Gary & Linda Moyer:

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.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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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  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

CLOSED  
\*End of Comments\*

**Date Completed: 1/13/2009**

**Opinion No. 2009 - 74544**

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