

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



ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

ORIGINAL

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 74402

Date: 1/7/2009

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

Complaint By: First: Gustav Last: Szvetits

Account Name: Gustav Szvetits Home: (000) 000-0000

Street: n/a Work:

City: Surprise CBR:

State: AZ Zip: 85387 is:

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

1/7 DOCKET NO. W-01303A-08-0227 AGUA FRIA

Arizona Corporation Commission
DOCKETED

JAN 15 2009

January 5, 2009
Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, Arizona 85007
Dear Commission:

DOCKETED BY [Signature]

I am writing you to request you deny approval of Docket No. W-01303A-08-0227 the request for Arizona American Water Company to raise existing water rates in Surprise and Sun City Grand areas. The rate increase of approximately 0.47 per day would constitute a 65 % increase in my water bill. At this time when the economy is faltering and in recession no company should be allowed to raise their rates this amount especially when there is no competition and I and my neighbors are held hostage and without recourse to another water supplier.

Again I and all of my neighbors would appreciate you not approving this rate increase and keeping the status quo until the economy and individuals have a chance to recover.

Thank you
Gustav Szvetits
Surprise, AZ. 85387
End of Complaint

AZ CORP COMMISSION
DOCKET CONTROL

2009 JAN 15 10:03

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED

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1/7

No contact with customer due to lack of phone number or address.

End of Comments

Date Completed: 1/7/2009

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Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 74439

Date: 1/8/2009

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

Complaint By: **First:** Gary/Vicky **Last:** Hoover

Account Name: Gary/Vicky Hoover

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Lake Havasu City

CBR:

State: AZ **Zip:** 86404

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

1/7 W-01303A-08-0227 SW-01303A-08-0227 HAVASU WATER DISTRICT
Gary and Vicki Hoover
[REDACTED]
Lake Havasu City, AZ 86404

Phone: [REDACTED]

Docket you wish to comment on: Application for increase in current revenues
Docket Number: W-01303A-08-0227
Case or Utility Name: Arizona American Water Co.
Position on Docket: Con

Such a large increase to an essential homeowner expense cannot be seen as anything but exorbitant. The huge increased in labor and management cost MUST BE QUESTIONED.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/7
Spoke with Vicki and advised her that the comments would be made a part of the record. She thanked me for the call and was glad she took the time to make known her thoughts.
End of Comments

Date Completed: 1/8/2009

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2009 - 74439

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

W-01303A-08-0227
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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid **Phone:** [REDACTED] 8 **Fax:** [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 74567 **Date:** 1/14/2009

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

Complaint By: **First:** Karyn **Last:** Stevens

Account Name: Karyn Stevens **Home:** (000) 000-0000

Street: [REDACTED] **Work:** (000) 000-0000

City: Bullhead City **CBR:** [REDACTED]

State: AZ **Zip:** 86442 **is:** E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: n/a **Contact Phone:** n/a

Nature of Complaint:

*****MOHAVE WATER & WASTEWATER DISTRICT*****

*****RECEIVED FROM CHAIRMAN MAYES' OFFICE*****

From: Karyn Stevens [mailto:karyn@npgcable.com]
Sent: Tuesday, January 13, 2009 12:33 PM
To: Mayes-WebEmail
Subject: Arizona American Water

Dear Kristin Mayes,

RE: Docket # W-01303A-08-0227 Rate Increase

I would like to express that I am against any large increase in Arizona American Water fees.

As a senior citizen on a very fixed income the increases that are happening to all of our utilities is worrisome.

As I understand it, and I could be wrong, Arizona American is basing their increase on 2007 statistics. We were at the end of the real estate boom and all the other over spending that had been happening in 2007. I believe one should look at what is happening now, 2008-2009 and realize that tax bases are down, people are losing homes at record numbers. Senior citizens take a big hit when taxes and rates are increased.

I am afraid I no longer have any faith in how a large company is run including our government.

I would ask you, Kristin, to confer with the commission and please be mindful of us, the people who must bear all these increases.

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UTILITY COMPLAINT FORM

Thank you,
Karyn Stevens

[REDACTED]
Bullhead City, AZ 86442

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

January 14, 2009 (sent following response via e-mail)

Ms. Karyn Stevens

[REDACTED]
Bullhead City, AZ 86442

Dear Ms. Stevens:

Your comments 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,

☐☐☐☐ Carmen Madrid
☐☐☐☐ Public Utility Consumer Analyst
☐☐☐☐ Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227

End of Comments

Date Completed: 1/14/2009

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

ARIZONA CORPORATION COMMISSION
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Investigator: Richard Martinez **Phone:** [REDACTED] **Fax:** [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 74475 **Date:** 1/9/2009

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

Complaint By: **First:** **Last:**
Robert J. & Guadalupe Ragland

Account Name: Robert J. & Guadalupe Ragland **Home:** [REDACTED]

Street: [REDACTED] **Work:**

City: Lake Havasu City **CBR:**

State: AZ **Zip:** 86404 **is:**

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

HAVASU WATER DISTRICT
Docket No. W-01303A-08-0227
Docket No. SW-01303A-08-0227

Received the following correspondence:

RAGLAND
Robert J & Guadalupe D
[REDACTED]
Lake Havasu City, AZ 96404-5917
[REDACTED]

January 6, 2009

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington
Phoenix, AZ 85007

Ref Docket No. W-01303-A-08-0227

Gentlemen:

We are writing to respectfully request that you reject Arizona-American Water company's request for an increase of \$815,602 or 81.28% over their current revenue. This would average out to an 86% increase in the average homeowner's bill.

It appears that costs are out of control at the Arizona Americana Water Company. This statement is based on

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labor and management cost increases of 453% from 2001 to 2008. We believe that the Commission must insist that they gain control of their costs, not just pass them on to homeowners.

In addition, it is not fair to make homeowners pay for infrastructure improvements that were a bad investment. I am referring to water tanks and lines at the North Pointe subdivision on London Bridge Road.

Thank you for your consideration. We will be monitoring your actions on this matter.

Respectfully,

Robert J. & Guadalupe D. Ragland

Cc: File

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called customer and acknowledged receipt of the correspondence. Customer was told that their Opinion would be entered into our database for the record. The Opinion would also be docketed so that the Commissioners would be able to read their concerns regarding this proposed rate increase. FILE CLOSED.

E-mailed Carmen Madrid @ ACC's Phoenix Office to have this OPINION docketed towards Arizona American Water Company proposed rate case Docket No. W-01303A-08-0227 & Docket No. SW-01303A-08-0227 . CLOSED.

End of Comments

Date Completed: 1/13/2009

Opinion No. 2009 - 74475

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 - 74551

Date: 1/14/2009

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

Complaint By: **Richard & Norma McClellan**

Account Name: Richard & Norma McClellan

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Lake Havasu City

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 HAVASU WATER DISTRICT):

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

Richard Norma

To: www.azcc.gov/divisions/utilities/forrms/public_commentpdf.

Subject: Docket No. W-01303A-08-0227 March 19, 2009 meeting

Dear Sirs:

Regarding the increase in the monthly water bills for residents in Lake Havasu City, AZ. At what time are companies going to take responsibility for the mismanagement and bad business decisions made within the company.

To try and increase bills at a rate of 81% is completely unreasonable. The company chose to make an investment in the infrastructure they were not forced to do that. Perhaps the management should take an 81% reduction in pay to offset the bad business decision they made, A company that plays with other peoples monies and then when they make wrong choices expect others to pick up the tab has to stop. I feel it is important to post all salaries for this company so people who are being asked to pay can see where these increases of 453% have originated from.

With all the bail outs that have been thrown upon taxpayers this last year, this increase is outrageous. No one is paying for bad investments made by individuals, why should a company be allowed to expect their bad investments would be covered. Where is the responsibility? If these are educated professional people making decisions for this company perhaps they should be removed for their lack of knowledge on the infrastructure and

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operating cost. Apparently they did not do their homework.

We are retired, if this increase goes through, where do we go to get the money to pay for the salaries and lifestyles of the people of Arizona-American Water Company.

This is your opportunity to send a real strong message to this company. NOT THIS TIME. Please do what is right for the people of Lake Havasu City and reject this ridiculous proposal. No one objects to reasonable increases, however, anyone with a brain realizes this is not a reasonable increase.

Now, go do the right thing.

Richard & Norma McClellan

[REDACTED]
Lake Havasu City, AZ [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

Richard & Norma McClellan

[REDACTED]
Lake Havasu City, AZ [REDACTED]

RE: Arizona - American Water Company

Dear Richard & Norma McClellan:

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
Utilities Division

CLOSED

ARIZONA CORPORATION COMMISSION
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End of Comments

Date Completed: 1/14/2009

Opinion No. 2009 - 74551
