

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



0000092509

ORIGINAL

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 74639

Date: 1/16/2009

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

Complaint By: First: Barbara Last: Pitcher

Account Name: Barbara Pitcher

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86442

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\* W-01303A-08-0227 AND SW-01303A-08-0227 \*\*\*\*

\*\*\* MOHAVE WATER DISTRICT \*\*\*

Customer sent the following correspondence -

January 12, 2009

Corporation Commission  
Utilities Division  
1200 W. Washington  
Phoenix, AZ 85007

Arizona Corporation Commission  
DOCKETED

JAN 20 2009

DOCKETED BY [Signature]

RECEIVED  
2009 JAN 20 P 4 16  
AZ CORP COMMISSION  
DOCKET CONTROL

Docket # W-01303A-08-0227 et al.

Dear Commission,

Our water from Arizona American Water is not fit to drink. We all have to purchase additional equipment in order to have good drinking water.

Arizona American tried selling us insurance, guess that didn't work so they're wanting to raise rates.

Now they want us to pay for the old system they purchased from Citizens Utilities. They had to have known when they purchased it that it was old. That is their problem not us consumer's responsibility.

With all the utilities raising rates we'll be sleeping in our cars if we can even afford that alternative. Guess we'll be back to Saturday-nite baths.

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

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Since I cannot go to Phoenix I am submitting this letter of indignation. Please reply.

Sincerely,

Barbara Pitcher

[REDACTED]  
BullheadCity, Az 86442

cc: Arizona American Water

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Responded with the following -

Dear Ms. Pitcher:

Your correspondence regarding the Arizona American 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 Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff'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: 1/16/2009**

**Opinion No. 2009 - 74639**

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