

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



0000092530

ARIZONA CORPORATION COMMISS

ORIGINAL

UTILITY COMPLAINT FORM

47  
CO

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 74733

Date: 1/21/2009

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

First:

Last:

Complaint By: Dan & Pat

Sours

Account Name: Dan & Pat Sours

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

RECEIVED  
2009 JAN 21 P 12:00  
AZ CORP COMMISS  
DOCKET CONTROL

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

1/20 DOCKET NO. W-01303A-08-0227 SW-01303A-08-0227

SUN CITY WEST

Arizona Corporation Commission  
DOCKETED

JAN 21 2009

DOCKETED BY [Signature]

[REDACTED]

January, 2009  
Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington  
Phoenix, AZ 65007  
RE: Docket #W-01303A-08-0227

Dear Sirs:

This letter is in reference to the Arizona American Water company asking to raise our water rates by 79.8% at a hearing coming up on March 19, 2009.

We are asking that you strongly DENY this request. What are they thinking? Who could ever afford a whopping 79.8% rate hike in anything that they pay? This is just outrageous. Please understand that we are not against a small rate hike, it goes with the cost of living. However, our current water bill is approx. \$42 per month now. If this were to go through, we would be struggling to pay a whopping \$76 per month!

There is just no way we can afford to pay that! Most everyone here in Sun City West are on fixed incomes and/or really being hit hard with losses in savings due to this economy. We beg you not to allow this type of rate increase to take place! Because everyone has to use water, I believe that AZ American Water thinks they have all of us "in a bind and that we will have to pay whatever they decide to charge us.

Please work with us in NOT allowing this type of increase at one time. A small increase would be appropriate but certainly not 79.8%. We just simply cannot afford it.

Thank you for your time and consideration on behalf of all of us in Sun City West.

Sincerely,

Dan & Pat Sours

Concerned SCW Residents

cc: Bradley Cole, Director of Operations

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

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Arizona American Water  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/21  
January 21, 2009

Dan and Pat Sours  
[REDACTED]  
Sun City West, AZ 85375

RE: ARIZONA AMERICAN WATER

Dear Dan and Pat:

Your letter regarding the Arizona American Water ("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,

Trish Meeter  
Public Utilities Consumer Service Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 1/21/2009**

**Opinion No. 2009 - 74733**

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