

W-01445A-08-0440

ORIGINAL



0000092873

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM RECEIVED

Investigator: Deb Reagan

Phone: [Redacted] 2009 APR - 17 4:21 Fax: [Redacted]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL
Date: 3/26/2009

Opinion No. 2009 77832

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

Complaint By: First: Bob Last: Breen

Account Name: Bob Breen Home: [Redacted]

Street: [Redacted]

Work:

City: Sedona

CBR:

State: AZ Zip: 86336

is:

Utility Company: Arizona Water Company

Division: Sedona

Contact Name: Tom Harrell

Contact Phone: [Redacted]

Nature of Complaint:

***** W-01445A-08-0440 *****

Customer sent the following correspondence -

Dear ACC:

After conversations with the Sedona office of the Arizona Water Company, I learned that they are requesting a rate increase that would add 68.87% to my current monthly bill. I can understand a request to cover inflation and perhaps an adjustment for increased electric costs, but 68% is outrageous.

Please protect working families and those on fixed incomes by refusing this outrageous request.

Many Thanks,
End of Complaint

Arizona Corporation Commission
DOCKETED

APR 7 2009

Utilities' Response:

DOCKETED BY [Signature]

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 3/26/2009

Opinion No. 2009 - 77832

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

1. Name of Complainant

2. Name of Utility

3. Address

W-01445A-08-0440

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 77834

Date: 3/26/2009

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

First:

Last:

Complaint By: Regino and Gertrude Urgena

Account Name: Regino and Gertrude Urgena

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sedona

CBR:

State: AZ Zip: 86336

is:

Utility Company: Arizona Water Company

Division: Sedona

Contact Name: Tom Harrell

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01445A-08-0440 *****

Customer sent the following correspondence -

An increase in monthly rate of \$14.60 or 42.03% (in Sedona) is unconscionable even during a good economic times. But during these dire economic times it will be catastrophic for many, including seniors like us who are on a fixed and limited income.

If the Commission find some rate increase justified then, perhaps, an increase in monthly rate of 2% each year for over a number of years will be easier to absorb economically in the family budget. Certainly, no more than a 4% increase appreciated over a number of years should be allowed.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 3/26/2009

Opinion No. 2009 - 77834