

COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



0000093621

ARIZONA CORPORATION COMMISSION

February 9, 2009

ORIGINAL

To: Docket Control

RE: Arizona American Water Company - Customer Comments
Docket Nos. W-01303A-08-0227 and SW-01303A-08-0227

Please docket the attached 15 customer comments in response to the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

FEB 10 2009

DOCKETED BY

A handwritten signature in black ink, appearing to be "MM".

AZ CORP COMMISSION
DOCKET CONTROL

2009 FEB 10 10:18:37

RECEIVED

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75556

Date: 2/9/2009

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

Complaint By: **Deborah Wilcock**

Account Name: Deborah Wilcock

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

February 5th 2009

Deborah Wilcock
[REDACTED]
Sun City West, AZ 85375

Arizona Corporation Commission
1200 W. Washington St, Room 1
Phoenix, AZ 85007

Docket # SW-O1303A-08-0227

RE: Rate Increase

The proposed near 80% increase in water rates is excessively high and not justifiable. Whether this is for improvements or maintenance or both; the utility should have budgeted "set-aside" funds for forecasted or unexpected costs. Having set-asides each year assures that past, current and future customers all share in a future unexpected burden.

The cost request is being levied against the current customers only, making the current customers responsible for costs that should have been scheduled over the years to make any increases more manageable.

This 79% increase is ridiculously beyond cost of living inflation rates, and will be especially difficult for senior citizens (the majority of the residents of Sun City West). The people who live here are mostly on fixed incomes and receive minimal cost of living increases with their Social Security benefits.

I find this rate increase to be excessive. Customers should not be burdened with the poor risk management on

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

the part of American Arizona Water company.

Deborah Wilcock
Sun City West Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

February 9, 2009

Deborah Wilcock
[REDACTED]
Sun City West, AZ 85375

Dear Ms. Wilcock:

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: 2/9/2009

Opinion No. 2009 - 75556

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Bruce and Marlene Brady

[REDACTED]
Sun City West, AZ 85375

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/09 I contacted consumer and informed her that opinion had been received and that it will be distributed to Commissioners and staff members assigned to this matter. She appreciated the information. Closed

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

End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75547

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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: 2/6/2009

Opinion No. 2009 - 75490

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75496

Date: 2/6/2009

Complaint Description: 08B Rate Case Items - No Notification
N/A Not Applicable

Complaint By: First: Jeanie and Jerry Last: Glucksman

Account Name: Jeanie and Jerry Glucksman

Home: [REDACTED]

Street: [REDACTED]

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:

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

*** SUN CITY WEST WATER DISTRICT ***

Received the following correspondence:

January 30, 2009

Jeanie and Jerry Glucksman

[REDACTED]
Surprise, AZ 85387-7500

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

To all members of the Commission;

We want to protest the proposed residential water rate increase by Arizona American Water; docket # SW-01303A-08-0227. The proposed 79.96 % rate increase is ridiculously high.

Thank you,

Jeanie and Jerry Glucksman
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

I called customer to acknowledge the fact that we received their correspondence regarding his Opinion against the proposed rate increase by Arizona - American Water Company. I told customer that their Opinion would be entered into our database for the record and that their Opinion would be docketed so that the Commissioners would have an opportunity to read their concerns before rendering their decision. FILE CLOSED.

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards ARIZONA-AMERICAN WATER DOCKET Nos. ***** W-01303A-08-0227 AND SW-01303A-08-0227 *****
SUN CITY WEST WATER DISTRICT ***

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75496

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75564 Date: 2/9/2009

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

Complaint By: **First:** Dave **Last:** Pepitone

Account Name: Dave Pepitone **Home:** (000) 000-0000

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

City: Sun City West **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:
*****SUN CITY WEST WATER DISTRICT*****

February 5th 2009

Dave Pepitone
[REDACTED]
Sun City West, AZ 85375

Arizona Corporation Commission
1200 W. Washington St, Room 1
Phoenix, AZ 85007

Docket # SW-O1303A-08-0227

RE: Rate Increase

The proposed near 80% increase in water rates is excessively high and not justifiable. Whether this is for improvements or maintenance or both; the utility should have budgeted "set-aside" funds for forecasted or unexpected costs. Having set-asides each year assures that past, current and future customers all share in a future unexpected burden.

The cost request is being levied against the current customers only, making the current customers responsible for costs that should have been scheduled over the years to make any increases more manageable.

This 79% increase is ridiculously beyond cost of living inflation rates, and will be especially difficult for senior citizens (the majority of the residents of Sun City West). The people who live here are mostly on fixed incomes and receive minimal cost of living increases with their Social Security benefits.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I find this rate increase to be excessive. Customers should not be burdened with the poor risk management on the part of American Arizona Water company.

Dave Pepitone
Sun City West Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

February 9, 2009

Dave Pepitone

[REDACTED]
Sun City West, AZ 85375

Dear Mr. Pepitone:

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: 2/9/2009

W.01303A-08-0227
SW-01303A 080227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75550

Date: 2/9/2009

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

Complaint By: First: George & Elizabeth Last: Pitlick

Account Name: George & Elizabeth Pitlick

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

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 - SCW WATER DISTRICT):

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

[REDACTED]
Sun City West, Az

February, 6, 2009

Arizona Corporation Commission
1200 W. Washington Street
Room 1
Phoenix, Az 85007

Reference Docket #SW-01 303A-08-0227

Dear Commissioners;

The purpose of this letter is to express our strong protest of the proposed 79.96% increase put forth by the Arizona American Water Company.
This proposed increase in residential water rates is not only excessive, rather it is obscene!

We suggest that Az American Water Company look within their organization to initiate cost reduction programs, including efficiency criteria from top to bottom. Also, it is not transparent to us that their lost revenue is of a truly operational nature. If it is due to mismanagement or investment matters, that is a company problem.

In short, the proposed rate increase does not represent the best interest of this community and should be

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

rejected.
Thank you for your attention to our serious concerns.

Sincerely,
George & Elizabeth Pitlick
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/2009 @3:17pm - Called customer, confirmed receipt of his letter. Advised customer that an opinion has been filed on his behalf and will be docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. Further advised the customer that the Commission will take his comments and concerns into consideration before a decision is rendered in this matter. CLOSED
End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75550

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 - 75552

Date: 2/9/2009

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

Complaint By: **Richard and Marilyn Dreyer**

Account Name: Richard and Marilyn Dreyer

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

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 - SCW WATER DISTRICT):

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

February 3, 2009

Arizona Corporation Commission
1200 W Washington St Room 1
Phoenix, Az 85007

Re: Docket # SW-01303A-08-0277
Arizona American Water Rate Increase

Please consider this letter as our protest to the requested increase by Arizona American Water. We think an increase of 80% to be excessive to the extreme. Besides being a hardship on those of us with fixed incomes, it will be unfair to those families already struggling with our failing economy.

Please fulfill your mandate and limit this company to a reasonable rate increase.

Sincerely,

Richard and Marilyn Dreyer
[REDACTED]
Sun City West, Az. [REDACTED]
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

2/9/2009 @3:17pm - Called customer, confirmed receipt of her letter. Advised customer that an opinion has been filed on both her husband and her behalf and will be docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. Further advised the customer that the Commission will take thier comments and concerns into consideration before a decision is rendered in this matter. CLOSED

End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75552

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 - 75553

Date: 2/9/2009

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

Complaint By: First: John F Last: Pazora
Account Name: John F Pazora
Street: [REDACTED]
City: Sun City West
State: AZ Zip: [REDACTED]

Home: [REDACTED]

Work:

CBR:

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC SCW WATER DISTRICT):

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

February 4, 2009

Arizona Corporation Commission
1200 W. Washington St, Room 1
Phoenix, AZ 85007

RE: Docket.# SW-01303A-08-0227

Please let it be known that I am protesting Arizona/American's proposed 79.96% increase in residential water rates. The rate increase requested is ridiculously high.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/2009 @3:17pm - Called customer, confirmed receipt of his letter. Advised customer that an opinion has been filed on his behalf and will be docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. Further advised the customer that the Commission will take his comments and concerns into consideration before a decision is rendered in this matter. CLOSED

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/9/2009

Opinion No. 2009 - 75553

W-01303A 080227
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 - 75558

Date: 2/9/2009

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

Complaint By: First: Frances C. Last: Horner

Account Name: Frances C. Horner

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

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 SCW WATER DISTRICT):

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

[REDACTED]
Sun City West, AZ [REDACTED]

February 5, 2009

Arizona Corporation Commission
1200 W. Washington St.
Room 1
Phoenix, AZ 85007

Reference: 01 303A-08-0227

In my opinion the raise in water rates requested by Arizona American Water is outrageous. Either their management is being completely unrealistic or their costs are out of control. How can they justify any kind of raise when the affects of this recession on the general public is causing such hardship? I hope the ACC forces this company back to reality.

Truly yours,

Francis C. Homer
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/9/2009 @3:45pm - Called customer, confirmed receipt of his letter. Advised customer that an opinion has been filed on his behalf and will be docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. Further advised the customer that the Commission will take his comments and concerns into consideration before a decision is rendered in this matter. CLOSED
End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75558

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75563

Date: 2/9/2009

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

Complaint By: **First:** Mr. & Mrs Del W. **Last:** Murphy

Account Name: Mr. & Mrs. Del W. Murphy

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

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 - SCW WATER DISTRICT):

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

January 31, 2009

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Re: Docket # SW-01303A-08-0227

Arizona - American Water Rate Increase

Please consider this letter as our protest to the requested rate increase by Arizona American Water. We think an increase of 80% to be excessive and to the extreme.

Besides being a hardship on those of us with fixed incomes, it will be unfair to those families already struggling with our failing economy.

Please fulfill your mandate and limit this company to a reasonable rate increase.

Cordially,

Mr. & Mrs. Del W. Murphy

[REDACTED]
Sun City West, AZ. 85375

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/2009 - Called customer, confirmed receipt of his letter. Advised customer that an opinion has been filed on his behalf and will be docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. Further advised the customer that the Commission will take his comments and concerns into consideration before a decision is rendered in this matter. CLOSED

End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75563

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 - 75562

Date: 2/9/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

Complaint By:

First:

Joyce

Last:

Lomnick

Account Name:

Joyce Lomnick

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Sun City West

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 - SCW WATER DISTRICT):

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

Arizona Corporation Commission
1200 W. Washington St. Room 1
Phoenix, Az. 85007

RE: Docket #SW-01303A-08-0227

To Whom It May Concern:

I am writing to protest the nearly 80% increase on our water bill. Not only is this totally unacceptable, it would be a hardship on us. We rent our small house here in Sun City West and have no pension or investments. My husband has to work hard for a living and now, like million of others, his job is in jeopardy.

A small increase of 3 - 5% might be acceptable, but my husband shouldn't have to work a full day to pay our water bill.

I hope you would consider this for ourselves and those in Sun City West who would not be able to afford such an increase.

Thank You,

Joyce Lomnick

[REDACTED]
Sun City West, AZ [REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/2009 CORRESPONDENCE MAILED TO CUSTOMER:

February 9, 2009

Joyce Lomnick

[REDACTED]
Sun City West, AZ [REDACTED]

RE: ARIZONA – AMERICAN WATER COMPANY

Dear Joyce Lomnick,

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 Service Analyst
Utilities Division

CLOSED

End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75562

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 - 75560

Date: 2/9/2009

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

Complaint By: **First:** Charley D. **Last:** Army

Account Name: Charley D. Army

Home: [REDACTED]

Street: 14 [REDACTED]

Work:

City: Sun City West

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 - SCW WATER DISTRICT):

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

February 1, 2009

Arizona corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Re: Docket # SW-01303A-08-0227

Arizona/American Water Rate Increase

Please consider this letter as our protest to the requested rate increase by Arizona American Water. We think an increase of 80% to be excessive to the extreme. Besides being a hardship on those of us with fixed incomes, it will be unfair to those families already struggling with our failing economy.

Please fulfill your mandate and limit this company to a reasonable rate increase. Cordially,

Cordially,

Charley Army
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/9/2009 @3:17pm - Called customer, confirmed receipt of his letter. Advised customer that an opinion has been filed on his behalf and will be docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. Further advised the customer that the Commission will take his comments and concerns into consideration before a decision is rendered in this matter. CLOSED
End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75560

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docket No.'s W-01303A-08-0227
SW-01303A-08-0227

Dear Jack Bass,

Your email dated, January 31, 2009 regarding the Arizona American Water Company ("AAWC") rate case sent to Chairman Mayes office has been assigned to me for further handling and response. An opinion on your behalf 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 take your comments and concerns into consideration 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.

Commission staff appreciates the time you have taken to express your comments 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 602-542-2406.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 2/5/2009

Opinion No. 2009 - 75338

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 - 75555

Date: 2/9/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Mr & Mrs. Alan R.

Lewis

Account Name:

Mr & Mrs. Alan R. Lewis

Home: [REDACTED]

Street:

[REDACTED] or

Work:

City:

Sun City West

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 SCW WATER DISTRICT):

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

SW-01303A-08-0227

February 4, 2009

Arizona Corporation Commission
1200 W. Washington St, Room 1
Phoenix, AZ 85007

RE: Docket # SW-01303A-08-0227

Please let it be known that I am protesting Arizona/American's proposed 79.96% increase in residential water rates. The rate increase requested is ridiculously high.

Mr & Mrs. Alan R. Lewis Sr

[REDACTED]
Sun City West AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

2/9/2009 @3:17pm - Left Message - Called customer, confirmed receipt of his letter. Advised customer that an opinion has been filed on his behalf and will be docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. Further advised the customer that the Commission will take his comments and concerns into consideration before a decision is rendered in this matter. Left my name, number and welcomed the customer to call should he have any questions or concerns related to this matter.

CLOSED

End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75555

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75491

Date: 2/6/2009

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

Complaint By: **First:** Nanette **Last:** Vargus

Account Name: Nanette Vargus

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****SUN CITY WEST WATER DISTRICT*****

2-3-09

To Whom It May Concern:

I am writing in reference to Docket # WS-01303A-08-0227. I am protesting the outrageous request by Arizona American for a 79.96% rate increase.

No one has ever had a rate go up like that, nor can we afford it on limited income.

Arizona American is a greedy mismanaged company. Please stop their rip-off rate plans.

Yours Truly,
Nanette Vargus

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/6/09 I tried calling consumer and left a detailed message informing her that her opinion had been received and will be made part of the docket. Distribution will be made to Commissioners and Staff members involved.

Closed

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

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/6/2009

Opinion No. 2009 - 75491
