

W.01745A-08.0440



0000093639

ARIZONA CORPORATION COMMISS

ORIGINAL

UTILITY COMPLAINT FORM RECEIVED

45  
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Investigator: Guadalupe Ortiz

Phone: [REDACTED] 10 P 3: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION  
DOCKET CONTROL

Opinion No. 2009 - 75092

Date: 1/29/2009

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

Complaint By: First: Carol Last: Spencer

Account Name: Carol Spencer

Home: [REDACTED] Arizona Corporation Commission

Street: [REDACTED]

Work: DOCKETED

City: Tucson

CBR:

State: AZ Zip [REDACTED]

is:

FEB 10 2009

Utility Company: Arizona Water Company

DOCKETED BY [Signature]

Division: Oracle

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED - AZ WATER - EASTERN GROUP - ORACLE WATER DIVISION\*\*\*\*\*

RE: Docket No. W-01445A-08-0440

Customer is opposed to any further increase in rates for AZ Water. Per customer, she is already required to pay \$44.80 a month when she is not using the service.

Customer does not feel it is fair for customers to have to pay for something they are not benefiting from, therefore she is against any further increase in rates.

\*End of Complaint\*

Utilities' Response:

n/a

\*End of Response\*

Investigator's Comments and Disposition:

Advised the customer that an opinion will be placed on file with the Docket Control Center of the Commission on her behalf to be made part of the record. Further advised the customer that the Commission will take her comments and concerns into consideration before a decision is rendered in the AZ Water rate case.

Explained that concerns raised by customers assist the Commission within the investigation and review of the rate application, though the Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers Commission staff is very sensitive to the burden that high utility rates can place on the consumer.

Customer appreciates staffs time and assistance in addressing her concerns. CLOSED

\*End of Comments\*

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UTILITY COMPLAINT FORM**

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**Date Completed: 1/29/2009**

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