

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



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**ORIGINAL**

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 77461

Date: 3/11/2009

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

First:

Last:

Complaint By: Rosalie and William Clapet

Account Name: Rosalie and William Clapet

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Tubac

CBR:

State: AZ Zip: 85646

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 \*\*\*\*\*

\*\*\* TUBAC WATER DISTRICT \*\*\*

\*\*\*\*\* REFERRED FROM CHAIRMAN MAYES' OFFICE \*\*\*\*\*

Customer sent the following e-mail -

From: Racgv@aol.com [mailto:[REDACTED]]  
Sent: Tuesday, March 03, 2009 12:59 PM  
To: Mayes-WebEmail  
Subject: Proposed Rate increase for Arizona American Water

To: Kristin K. Mayes,

Please do not increase the rate for Arizona American Water. The burden on property owners in the Tubac area would cause extreme financial turmoil. Higher water prices for the area would devalue property sales. This area has been hit hard with price reductions on property values because of the economy as it is and this higher charge for water would just put the icing on the cake for the area.

Rosalie and William Clapet

[REDACTED]  
\*End of Complaint\*

Utilities' Response:

RECEIVED  
2009 MAR 12 P 2:51  
AZ CORP COMMISSION  
DOCKET CONTROL

Arizona Corporation Commission  
**DOCKETED**

MAR 12 2009

DOCKETED BY [Signature]

**ARIZONA CORPORATION COMMISSION**  
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**Investigator's Comments and Disposition:**

Responded with the following e-mail -

Dear Mr. and Mrs. Clapet,

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail 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 Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's 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 at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed: 3/12/2009**

**Opinion No. 2009 - 77461**

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expensive on a per capita basis in Tubac than in larger parts of the AAWC system with more rate payers.

We believe the time has come to consolidate all of AAWC's costs and billing for its separate systems into one large Arizona-wide system so that all costs are more evenly distributed.

Sincerely, Sandra and Richard Toye  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

From: Bradley Morton  
Sent: Tuesday, March 10, 2009 4:01 PM  
Subject: Arizona American rate case

I am acknowledging receipt of your opinion on the rate case. It was received by Commissioner Newman and will be docketed so all Commissioners are aware of your concerns.

Regards,

Brad Morton  
Public Utilities Consumer Analyst II  
Arizona Corporation Commission  
\*End of Comments\*

**Date Completed:** 3/10/2009

**Opinion No.** 2009 - 77409

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