

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



0000095301

470

**ARIZONA CORPORATION COMMISSION**  
**ORIGINAL**

April 9, 2009

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 4 customer comments OPPOSING 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**

APR - 9 2009

DOCKETED BY	
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ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2009 APR - 9 P 4: 39

**RECEIVED**

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

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

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**Investigator:** Al Amezcua

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

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**Opinion No. 2009 - 77952**

**Date:** 3/31/2009

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

**Complaint By:** **First:** Pamela **Last:** Wulsin

**Account Name:** Pamela Wulsin

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:** (000) 000-0000

**City:** Tubac

**CBR:** [REDACTED]

**State:** AZ **Zip:** 00000

**is:** E-Mail

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**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** Karl Wilkins

**Contact Phone:** (623) 815-3107

**Nature of Complaint:**

3/31/09 THROUGH CHAIRMAN MAYES OFFICE.

Tubac Water District

From: [REDACTED]  
Sent: Monday, March 02, 2009 2:26 PM  
To: Mayes-WebEmail  
Cc: Newman-Web  
Subject: (no subject)

I am writing in reference to W-01303A-08-0227--the proposal that Arizona American Water will bring to raise rates 72.7% as well as costs for arsenic treatment. As a 6 month a year resident of Tubac I feel this rate hike to be unreasonable and urge you to find some other solution for the cost of water in this community. As a part-time resident I feel the need to dig a well is also unreasonable. Thank you .Pamela [REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/31/09 Emailed the following letter to Ms. Wulsin

Good afternoon Ms. Wulsin

Dear Ms. Wulsin:

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.

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

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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

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed: 3/31/2009**

**Opinion No. 2009 - 77952**

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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 78097**

**Date:** 4/7/2009

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

**Complaint By:** **First:** Jerry **Last:** Prasse

**Account Name:** Jerry Prasse

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:** (000) 000-0000

**City:** Surprise

**CBR:**

**State:** AZ **Zip:** 85374

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*AGUA FRIA WATER AND AGUA FRIA WASTEWATER DISTRICT\*\*\*\*\*

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners:

Please protect us by disallowing the 79% increase proposed by Arizona American Water. Arizona American Water is asking for a 500% operating income increase. This is the worst possible time for this raise. Many families are struggling to put food on the table. Many are without jobs. Many are on fixed incomes trying to cope with everything going up while incomes are reduced or stagnant.

This obvious disregard for the state America is in seems unamerican of Arizona American Water. Therefore, we are depending on you for any assistance you can give the citizens of Arizona.

Sincerely,

Jerry Prasse  
\*End of Complaint\*

**Utilities' Response:**

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

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**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket No. W-01303A-08-0227 and SW-01303A-08-0227. closed  
\*End of Comments\*

**Date Completed: 4/7/2009**

**Opinion No. 2009 - 78097**

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

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

**Investigator:** Deb Reagan

**Phone:** (602) 364-0236

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Opinion No. 2009 78109**

**Date:** 4/7/2009

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

**Complaint By:** **First:** Mike **Last:** Matcha

**Account Name:** Mike Matcha

**Home:** [REDACTED]

**Street:** n/a

**Work:**

**City:** Paradise Valley

**CBR:**

**State:** AZ **Zip:** n/a

**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 \*\*\*\*\*

\*\*\* PARADISE VALLEY WATER DISTRICT \*\*\*

Customer sent the following e-mail -

Ladies and Gentlemen:

Tomorrow you will hold a hearing on Arizona-American Water Company's rate increase.

As a water customer in the Paradise Valley Water District, I would like to voice my objection to that increase.

Recently I moved from residence where I received water from the City of Phoenix which provided a good product.

This was in stark contrast to the that tendered by Arizona-American which is foul tasting and must first be filtered.

Thank you for your consideration.

Mike Matcha

[REDACTED]  
Phoenix, AZ

Phone [REDACTED]

fax [REDACTED]

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

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

\*End of Comments\*

Date Completed: 4/7/2009

Opinion No. 2009 - 78109

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14438 W Wagon Wheel Drive  
Sun City West, AZ 85375  
623-214-8010

RECEIVED

APR 08 2009

AZ CORP COMM  
Director Utilities

April 6, 2009

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

Docket # W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, AZ and are very upset by the ridiculously high rate increase that has been requested by AZ/AM Water.

We are retired on a fixed income and certainly do not have any extra income to have to pay an increase of 79.96% in water rates!

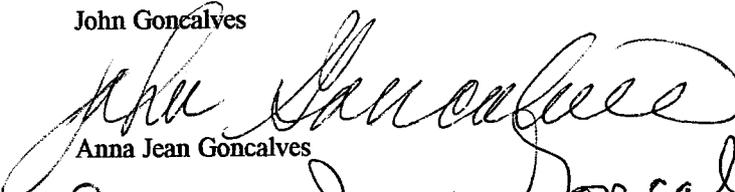
Please protect us and do the right thing by drastically slashing the rate increase that you will allow AZ/AM Water to get.

They are asking for a 500% increase in operating income at a time when our country is in dire financial condition. We are being squeezed financially from all around.

Thank you for seriously considering our request.

Sincerely,

John Goncalves

  
Anna Jean Goncalves

  
Anna Jean Goncalves

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 74841**

**Date:** 1/23/2009

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

**Complaint By:** **First:** Donald J. & Jo Ann **Last:** Evans

**Account Name:** Donald J. & Jo Ann Evans

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:** (000) 000-0000

**City:** Lake Havasu City

**CBR:**

**State:** AZ **Zip:** 86404

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

Donald J. & JoAnn Evans

[REDACTED]

Jan. 19, 2009

Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington  
Phoenix, Az. 85007

Re: Arizona-American Water Company

I am writing in reference to American-Arizona Water Company's request for a rate increase. This is your Docket No. W-01303A-08-0227

Part of their justification for this is their investments in infrastructure and an increase of 453% in labor and management costs since 2001. A large portion of their infrastructure, I would suspect, is the water tanks and lines at the North Pointe subdivision on London Bridge Road that is not generating any income for them because there have been very few homes sold there. I do not feel that we should be required to pay for infrastructure costs that are a bad investment on their part. Additionally, I have to question a 453% increase in labor costs.

We are already paying a surcharge for equipment that they were required to install to bring the water quality up to standards.

Please consider this when you are making your decision for any rate increases that they may or may not

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

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deserve.

Thank you:

Don Evans

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/23/09 I contacted consumer and informed him that his opinion had been received. I also informed him that his opinion would be filed in the docket and distributed to Commissioners and staff members involved. He appreciated the information. Closed

Filed in docket no. W-01303A-08-0227 & SW-01303A-08-0227

\*End of Comments\*

**Date Completed: 3/24/2009**

**Opinion No. 2009 - 74841**

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