

W-01303A-08-0001
SW-01303A-08-0001



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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4720

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 79518

Date: 6/5/2009

Arizona Corporation Commission

DOCKETED

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

JUN - 9 2009

Complaint By: First: Bill Last: Soom

DOCKETED BY [Signature]

Account Name: Bill Soom

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL CENTER
2009 JUN - 9 A 9: 29
RECEIVED

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Phone:

Contact Name:

Nature of Complaint:

6/5/09 MOHAVE WATER AND WASTEWATER DISTRICT.

Per Mr. Soom he wanted to voice his opinion about the rate case that is currently before the Commission. He mentioned that he was at the Public Comment meeting in his area just recently. He is asking the ACC not to allow Arizona American Water Company to increase the rates. The company mailed the customers out an apology letter for the non-notification to the customers about the Public Comment meeting and even that AAWC could not get correct. Shame on them.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/5/09 I advised Mr. Soom that his 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 his 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. He thanked me for taking the time to listen to him. CLOSED.

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End of Comments

Date Completed: 6/5/2009

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