

W.01303A.08.0227
SW.01303A.08.0227

ORIGINAL



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ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83889

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

Arizona Corporation Commission
Date: 12/23/2009
DOCKETED

DEC 23 2009

DOCKETED BY [Signature]

Complaint By: First: Patricia Last: Potts

Account Name: Patricia Potts

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:

REFERRED FROM CHAIRMAN MAYES OFFICE:

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

From: [REDACTED]

Date: 12/8/2009 2:58:24 PM

To: [REDACTED]

Subject: water Company Outrageous Increase

RECEIVED
2009 DEC 23 A 9:57
AZ CORP COMMISSION
DOCKET CONTROL

Was informed that our water company Arizona American Water, Pasadena, CA will be increasing ours & others water bills by 60%. That is a gross miscarriage of justice by any utility company. We elders cannot handle any more increases. Sixty (60%) percent is a gross miscarriage of justice. That is way out of line. We did not receive a COLA which hurt all of us immensely. We just keep paying more & more & more. My budget is at rock bottom now, soon we'll be eating dog & cat food in order to survive. Thank you for hearing me out & perhaps you can institute a look-see. This also includes APS & their increases. Sincerely, Pat
End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

12/21/2009 - Emailed to Customer:

Dear Patricia Potts,

Your email dated, December 8, 2009 in regard to the rate increase for Arizona American Water Company

ARIZONA CORPORATION COMMISSION
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("APS") sent to United States Senator, Jon Kyle has been forwarded to Chairman Mayes of the Arizona Corporation Commission ("Commission") and assigned to me for further handling. An opinion has been placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record.

Commission staff appreciates the time you have taken to express your comments and concerns in regard to AAWC rate increase. Should you have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in-state toll free telephone number, (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

CLOSED

End of Comments

Date Completed: 12/21/2009

Opinion No. 2009 - 83889
