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SW 01303A-09-0343

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 83332

Date: 11/25/2009

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

Complaint By: First: Robert & Susan Last: Dodson

Account Name: Robert & Susan Dodson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

Is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

This proposed increase is way over the top, especially after a significant increase just a year or so ago. For those of us on a limited, fixed budget, a rate increase of approximately 100% is going to be very difficult to deal with. In fact for those of us who attempt to be prudent around our home with our water usage will be penalized dis-proportionately. This is an outrageous request. I understand that all businesses are experiencing difficult times during this deep recession and that AZ American Water is facing a balloon payment, but those are not good reasons for the company to dramatically penalize its clients, especially since we have no practical competitive choice as our water source. Perhaps it would help AZ Amer. Water if they worked on being more efficient in their operations. m

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 11/25/2009

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