

W. 01303A-09-0343  
SW. 01303A-09-0343  
ORIGINAL



47  
CD

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez      Phone: [REDACTED]      Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 - 83513      Date: 12/3/2009

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

Complaint By:      First: Jene      Last: Dees

Account Name: Jene Dees      Home: [REDACTED]

Street: [REDACTED]      Work: [REDACTED]

City: Anthem      CBR: [REDACTED]

State: AZ      Zip: 80650      is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]      Contact Phone: [REDACTED]

Nature of Complaint:  
(Docket number: W-01303A-09-0343 and SW-01303A-09-0343.)

It is grossly unfair that Anthem residents receiving their water supply from Arizona American Water Company are already charged exorbitantly high rates--much more than those in immediately surrounding areas--and are now facing the possibility of even higher rates. Those of us on fixed incomes are being pushed beyond our capabilities in trying to keep up with the cost of absolute necessities. If this agreement was between the original developer and the water supplier, why are homeowners now facing a financial burden for which they never agreed to or knew about?  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Emailed the following to customer:

December 3, 2009

Dear Ms. Dees,

RE: ARIZONA AMERICAN WATER COMPANY

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. 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

Arizona Corporation Commission  
**DOCKETED**  
DEC - 8 2009

DOCKETED BY [Signature]

RECEIVED  
2009 DEC - 8 A 9:40  
AZ CORP COMMISSION  
DOCKET CONTROL

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

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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.

Sincerely,

Richard Martinez  
Public Utilities Consumer Analyst II  
Utilities Division

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12/03

Emailed to Trish Meeter to docket. FILE CLOSED.

\*End of Comments\*

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

**Opinion No. 2009 - 83513**

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