

W 01303A - 08-0227  
JW 01303A - 08-0227



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**ORIGINAL**

**ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM**

47  
W

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2010 - 84212

Date: 1/11/2010

Complaint Description:

08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

**Victor W.**

**Howard**

Account Name:

Victor W. Howard

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Bullhead City

CBR: [REDACTED]

State:

AZ Zip: 86426

is:

Utility Company.

**Arizona - American Water Company**

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

1/5/10

Victor W. Howard

[REDACTED]  
Fort Mohave, AZ 86426

Arizona Corporation Commission

**DOCKETED**

JAN 11 2010

DOCKETED BY [REDACTED]

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2010 JAN 11 P 3:37

RECEIVED

Name of Utility Co.: Arizona American Water

Name on Bill: Victor Howard

Account Number: 23-0244402-7

Company Contacted:

As usual, in their arrogance, this utility has raised their rate by 14%, I assume with the permission of the Corporation Commission. I realize they requested substantially more of a raise and fortunately the wisdom of the Commission prevailed and held it down. However, we never received any prior notice of a rate change by them. I realize they may have buried it in the "Public Notice" section of our newspaper. That section is crammed with Trustee notices of property sales from foreclosures and unless a person is looking for an investment or new home, it is unlikely that most of Water Companys customers would see it. I know I don't read them. There has to be a better regulation/law that requires the utility to at least include a notice in the billing prior to the month it goes into effect.

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

Opinion docketed.  
\*End of Comments\*

Date Completed: 1/11/2010

Opinion No. 2010 - 84212

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]