

56-01303A-09-0343
W-01303A-09-0343

ORIGINAL



0000127493

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT RECEIVED

Investigator: Sheila Stoeller

Phone: 602-542-2013 JUL 13 10:10:13 AM FAX

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2011 - 96707

Date: 7/8/2011

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

Complaint By: First: Mitchel Last: Dukatt

Account Name: Mitchel Dukatt

Home: (909) 850-1000

Street: 6200 N. 18th

Work: (602) 750-0001

City: Litchfield Park

CBR: mitchel@yaho.com

State: AZ Zip: 85340

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

*****NOTE THE NOTE AT BOTTOM OF COMPLAINT*****

Commissioners: I wish to comment on the above request by Arizona American Water to raise my sewer rates by MORE than DOUBLE. This is an outrageous request for any company to make especially during hard economic times. Imagine if you were told that gasoline was going to more than double overnight or your house payment? How would you feel? As if you were ripped off and stolen from. Any company that wants to change rates on it's product that much is either trying to gouge the public OR not running their company in an efficient manner. I would ask that before you consider ANY rate increase for this company that you please analyze a few things about their operation: 1) Are they doing ANY kind of advertising anywhere? For a utility company this is a huge waste of money as people do not have a choice. They do not need to spend even one cent on advertising. 2) Are they running the company in an efficient manner, meaning do they have too many employees or expensive corporate offices or are they PUBLICLY HELD with a stock holder base. Could this rate hike be only to get more money for stockholders or management? The main key to my complaint though is that we are paying enough for all our utilities. If you compare our rates to the city of Phoenix or some other municipal rates we are probably much higher. In my case I personally only have a very small section of grass at my home, a drip system for plants and I even take shortened showers by turning off the water when not in rinse mode. We do minimal laundry and make sure we have a full load and NEVER use water to clean a sidewalk, we use brooms yet my water and sewer bill every month is usually larger than my electric bill for a 3,000 SF home. This is just not right. Raising my water rates by almost 83% and my sewer rates by over 137% is pathetic and outrageous. Please reign in these companies and do the right thing for the consumer. Thank you very much for your time on this.

NOTE: he is referencing what sounds like two different cases: 09-0343 (sewer) and 10-0448 (water) but referenced the 09-0343 case on opinion/complaint form he sent in.

End of Complaint

Utilities' Response:

Arizona Corporation Commission
DOCKETED

JUL 13 2011

DOCKETED BY

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

7/8 -- opinion entered into database and will be docketed in #SW-01303A-09-0343.

CLOSED*

End of Comments

Date Completed: 7/8/2011

Opinion No. 2011 - 96707

