

W-01303A-10-0448

ORIGINAL



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ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 100201

Date: 10/19/2011

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

First:

Last:

Complaint By: John & Penny Mattern

Account Name: John & Penny Mattern

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

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Customer sent the following -

We are retired and on a fixed income. All of these increases are getting out of hand. If these utility companies need more money they just say oh, we will just do an increase. We have to cut back and watch our spending. These utilities need to do the same.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

Arizona Corporation Commission

DOCKETED

OCT 20 2011

DOCKETED BY	
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Date Completed: 10/19/2011

Opinion No. 2011 - 100201

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2011 OCT 20 P 2:  
AZ CORP COMMISSION  
DOCKET CONTROL