

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Responded to customer with the following -

Dear Mr. Scott,

Your recent e-mail to the Arizona Corporation Commission was received and has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments will be filed in Docket Control in the docket assigned to the Arizona American Water rate case. Copies will be provided to all Commissioners who will then have the opportunity to review your comments before making a decision in this matter. The Commissioners value comments from the public when making decisions regarding rate requests from the utilities.

The utilities must be able to support their requests with information provided to the Commissioners and Commission staff. This information is thoroughly reviewed by staff and staff makes its own recommendation to the Commissioners. The Commissioners make their decision at a meeting which is open to the public. They can approve, modify or decline staff's recommendation; approve, modify or decline the company's request; approve, modify or decline a settlement agreement or decide on a rate structure with elements of all the above.

You can follow this case on the Commission's website at www.azcc.gov using the e-Docket function.

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 12/20/2011

Opinion No. 2011 - 101424
