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RECEIVED

11022 Canyon Creek Dr.  
Sun City, AZ 85351-1028  
May 10, 2007

Mr. William Mundell 2007 MAY 15 P 4: 39  
Corporation Commissioners  
1200 W. Washington Street  
Phoenix, AZ 85007

CORP COMMISSION  
DOCUMENT CONTROL

WS-01303A-06-0491

Dear Mr. Mundell and other commissioners:

I have lived in my house in Sun City since 1990 and never had any problems with the water company when it was locally owned. Recently, I have had nothing but problems with the Arizona American Water Company. I am including the letter that I sent to them on March 19, 2007 after talking to them on the phone.

Now, I received another bill for \$42.09 which is due on April 30, 2007. Kimberly, the woman who I talked to this morning in Illinois said my bill was to pay for 48 days of water usage. That is more per day than I would normally pay since my bills as you can see are about 23 to 24 dollars a month

I also had to fight with them to take care of sewer roaches. They hire a man to spray the septic pipes, but never came to the door when he was supposedly sprayed. He just left a note telling me he had sprayed. The roaches continued, so I had to call again and asked that the man ring my door bell this time when he comes so I could watch him do the work. My bugs are gone now.

I just read an article titled, "Fighting Corporate Theft of our Water" by Tara Lohan from Alternet.org. They are concerned that French and German companies are buying our water resources hoping to make huge profits when our water gets more scare. We should never allow foreign companies to buy our vital resources. President Clinton changed the law in 1997 so that municipal utility contracts could be extended from 5 years to 20 years. The Bush Administration has aggressively urged foreign companies to buy our water and even help fund the private companies in order to develop better systems.

Arizona Water Company wants to increase our water bills and you will have a meeting in August. I am not sure I will be able to attend since my health is not the best, but I am encouraging you to keep the increase at a reasonable amount. I am confident that all of you will do what is right for us. Clean Elections do count so that this company can not bribe the Corporation Commission!

Thank you for your commitment to Arizona and to people who are on a limited income!

Arizona Corporation Commission

DOCKETED

MAY 15 2007

Sincerely,

Lola M. Boan

DOCKETED BY  
nr

11022 W. Canyon Creek Dr.  
Sun City, AZ 85351-1028  
March 29, 2007

Arizona American Water  
P.O. Box 578  
Alton, IL 62002-0578

To whom it may concern:

So far this year, my bank account has paid my water bill this year as follows: Jan 3, 2007 (\$23.23); Feb. 6, 2007 (\$24.42); March 6, 2007 (\$22.04); March 13, 2007 (\$5.17). My account number is 23-0019016-8. I have lived here since 1990 and have not moved.

I called on March 19, 2007 and talked to someone in California telling them that my water bill was about twice my normal amount. She told me to look at the name on the bill I received that was dated April 2, 2007 in the amount of \$46.17. The name was D.G. Jhonson with an account # 23-0286204-6. At first she told me I had moved from 11022 W. Canyon Creek Dr.; Sun City, AZ 85351, so they billed me twice in March. One was dated 3/6/07 for \$22.04 and 3/12/07 for \$27.21. I asked her how my account could change when I did not call to cancel my account. She told me she would take care of it.

I called again a few days later and talked to a gentleman in Sun City and told him the information I received from American Water Company requesting a huge increase in the water bill and the date that I could protest was still in D.G. Jhonson's name.

A few days later, I received another notice with D.G. Jhonson's name with his account with a zero balance for April 16, 2007. The next day, I received a letter from American Water Co. from Alton, Illinois that they were adjusting my account on March 22, 2007 in the amount of \$46.17. This letter also had D.G. Jhonson's name on the letter with his account number.

Obviously, this still has not been changed correctly. I never had any problems with the Sun City Water Company. I also had problems with massive amounts of sewer roaches about November of last year. They hired a man to spray, but he did not ring my door bell when I was home, but left a message saying he had taken care of the problem. The roaches continued, so I called again. This time, he knocked on the door to show me the sewer had been sprayed. I still find a few droppings in my kitchen drawer and under the sink. I have put poison under the sink so I hope they will go away.

Locally owned businesses who hire their own people to serve their customers is more effective and responsive to us. I do hope you will be able to stop the problems I am having along with an explanation as to how this could happen. I alerted my bank in case someone is attempting fraud.

Sincerely,

Lola Boan