

#W.01303A.07.0209

ORIGINAL

ARIZONA CORPORATION COMMISS



0000084151

UTILITY COMPLAINT FORM

4700

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67777

Date: 4/10/2008

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

Complaint By: Robert and Helen Tomich

Account Name: Robert and Helen Tomich

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Sun City

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

REFERRED FROM CHAIRMAN GLEASON'S OFFICE (EMAIL ALSO SENT TO COMMISSIONER MAYES, HATCH-MILLER, MUNDELL & PIERCE):

RE: Docket No. W-01303A-07-0209

-----Original Message-----

From: Bob Tomich [REDACTED]
Sent: Thursday, April 10, 2008 9:31 AM
To: Mayes-WebEmail; Gleason-WebEmail; Hatch-WebEmail; Mundell-Web; Pierce-Web
Subject: Water increase vs Investment cost

Dear ACC Commissioners,

We are against the almost 5 million dollar investment cost to Sun City for the benefit of Youngtown. This is not needed and only a way the Mayor of Youngtown can get water that is not needed to fight fires paid for by someone else other than Youngtown residents.

Please vote NO to this request.

Robert and Helen Tomich

[REDACTED]

End of Complaint

Utilities' Response:

n/a

End of Response

Arizona Corporation Commission

DOCKETED

APR 14 2008

DOCKETED BY NR

AZ CORP COMMISSION DOCKET CONTROL

2008 APR 14 A 10:15

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

4/10/2008 - Email to Customer:

April 10, 2008

RE: Arizona American Water Company ("AAWC")

Dear Robert and Helen Tomich,

Your email dated April 10, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason, Commissioner Mayes, Mundell, Hatch-Miller, Mundell and Pierce has been assigned to me for further handling. Your opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me directly at [REDACTED]

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

CLOSED

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67777

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67776

Date: 4/10/2008

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

Complaint By: **First:** Florence **Last:** Bill

Account Name: Florence Bill

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

REFERRED FROM COMMISSIONER MAYES OFFICE - OPPOSED OPINION:

RE: Docket No. W-01303A-07-0209

"Florence Bill of Sun City, is opposed to a 29% increase in his Sun City water bill. Mr. Bill, feels that Youngtown should pay their own way."

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/10/2008 - Left Message - Called customer, advised that I am calling on behalf of Commissioner Mayes office in regard to his opinion regarding the AAWC rate application and fire flow proposal.

I further advised the customer that his opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record, which will be taken into consideration before a decision is rendered in the AAWC case.

I thanked the customer for taking the time to express his comments and concerns on the proposed rate case, and left my name, telephone number and welcomed the customer to call should he have any future questions or concerns related to this matter.

CLOSED

End of Comments

Date Completed: 4/10/2008

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2008 - 67776

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

3/24/2008 - Email to Customer:

March 24, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. W-01303A-07-0209

Dear James and Ethel Geisler:

Your email dated March 20, 2008 regarding the Arizona American Water Company ("AAWC") rate application and fire flow improvements sent to Chairman Gleason has been assigned to me for further handling. Your opinion has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the AAWC application.

Concerns raised from customers assist the Commission during the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed application. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000 or directly at [REDACTED]

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

CLOSED

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67264

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67768

Date: 4/10/2008

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

Complaint By: First: Victor and Julie Last: Mitchell

Account Name: [REDACTED]

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

From: Vic & Julie Mitchell [mailto:[REDACTED]]
Sent: Tuesday, April 08, 2008 10:08 AM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: Youngtown Fire Flow Project

Gentlemen:

We are writing in regards to the unfairness of the Youngtown Fire Flow Project concerning condo owners living in Sun City, AZ.

We wish to protest any increase in monthly usage charges to those of us living in Sun City for a project designed for Youngtown residents. If the fire flow project were intended for the Sun City residents, we would not expect Youngtown residents to be charged an increase for our needs.

[REDACTED]
End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

April 10, 2008 Email to customer:

RE: Arizona American Water Company

Dear Victor and Julie Mitchell:

Your email regarding the Arizona American Water Company ("Arizona American Water") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67768

W-01303A-07-02-09

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67783

Date: 4/10/2008

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

First:

Last:

Complaint By: Clyde R.

Kaffenberger

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

From: Clyde R. Kaffenberger [mailto:[REDACTED]]
Sent: Wednesday, April 09, 2008 9:50 PM
To: Gleason-WebEmail
Cc: mayes-web@azccigov; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: Fire flow improvement project for Sun City

Dear Sirs: As you know, Arizona-American Water is trying to get the tax payers of Sun City to pay for an improved fire flow for Sun City. this seem to me to be a project that is not needed or wanted by the citizens of Sun City. It is a program to improve the bottom line of Arizona-American Water at the expense of citizens that are already stretched financially and on fixed incomes. As one of those citizens I encourage you stop this unnecessary money grab by Arizona-American Water. If I can be of further help please feel free to contact me by phone at [REDACTED] by mail at [REDACTED] or email at [REDACTED]

Thanks for your help in this matter. Clyde R. Kaffenberger

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

W- 01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

April 10, 2008

April 10, 2008

RE: ARIZONA AMERICAN WATER COMPANY

Dear Clyde Kaffenberger :

Your email regarding the Arizona American Water Company ("Arizona American Water") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy

Public Utilities Consumer Analyst

Utilities Division

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67783

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 67782

Date: 4/10/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

Complaint By:

First:

Chuck

Last:

Hideman

Account Name:

[REDACTED]

Home:

[REDACTED]

Street:

[REDACTED]

Work:

City:

[REDACTED]

CBR: chideman@cox.net

State:

AZ

Zip:

[REDACTED]

is:

Utility Company.

Arizona - American Water Company

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

-----Original Message-----

From: chideman@cox.net [mailto:[REDACTED]]
Sent: Tuesday, April 08, 2008 1:57 PM
To: Gleason-WebEmail
Subject: Fire Flow Surcharge

Please do not vote to approve the Arizona-American Water request for the Fire Flow Surcharge for Sun City. It is not necessary and simply a way to increase rates. Thank you

Sincerely,

Chuck Hideman
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

April 10, 2008 Email to customer:

April 10, 2008

RE: ARIZONA AMERICAN WATER COMPANY

Dear Chuck Hideman :

Your email regarding the Arizona American Water Company ("Arizona American Water") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy

Public Utilities Consumer Analyst

Utilities Division

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67782

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67772

Date: 4/10/2008

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

Complaint By: First: Barbara Last: Bough

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: WayBarRR@aol.com

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

From: WayBarRR@aol.com [mailto:[REDACTED]]
Sent: Wednesday, April 09, 2008 3:48 PM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: Re: FireFlow/Sun City

I am a resident of Sun City who will be affected by the new water costs which you believe a majority of us support. this is not so...we have legally complied with the water according to law and see no reason to change this....Since this is not a necessary change please act to stop it from happening...We have almost no fires in our city as history will testify to...

Thank you for your consideration....Barbara Bough 10808 W Abbott Ave. Sun City, AZ 85351
End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

April 10, 2008 emailed to customer:

April 10, 2008

RE: ARIZONA AMERICAN WATER COMPANY

Dear Barbara Bough:

Your email regarding the Arizona American Water Company ("Arizona American Water") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be

W-01308A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy

Public Utilities Consumer Analyst

Utilities Division

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67772

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67771

Date: 4/10/2008

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

First:

Last:

Complaint By: Carlie D.

Van Slambrouk

Account Name: [REDACTED]

Home: (000) 000-0000

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

From: Dede Van Slambrouk [mailto:[REDACTED]]
Sent: Tuesday, April 08, 2008 9:49 AM
To: Gleason-WebEmail
Subject: Arizona-American Water's Fire Flow Improvement Project

Dear Commissioner Gleason,
Please keep in mind that Sun City has many residents who have very limited incomes. It is becoming more and more of a concern to us as the cost of just the necessities of life keeping going up while our incomes remain virtually static. I and many of my friends are really scared these days that we won't be able to afford the bare necessities in the near future. Therefore, no rate increases should be forthcoming unless the need is absolutely proven to be dire.

The proposal from AZ-AM is asking the ACC to approve a 29.53% rate increase for Sun City Water District customers (29.01% increase in residential rates). This is way beyond what the majority of us would be able to afford. It would appear that Sun City does not have a fire flow problem and therefore should not be forced to participate in this project.

Please vote no on this project or at least make this a county-wide project where every household would participate and would result in lowering the cost per household.

Thank you,
[REDACTED]

End of Complaint

W- 01803A - 07 - 0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

April 10, 2008 Emailed to customer:

April 10, 2008

RE: ARIZONA AMERICAN WATER COMPANY

Dear Carlie D. Van Slambrouk:

Your email regarding the Arizona American Water Company ("Arizona American Water") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy

Public Utilities Consumer Analyst

Utilities Division

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67771

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 - 67767

Date: 4/10/2008

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

First:

Last:

Complaint By: Anonymous

Anonymous

Account Name:

Home:

Street:

Work:

City:

CBR:

State:

AZ

Zip:

is:

Utility Company: Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

Email from customer:

From: [redacted]@com [mailto:[redacted]]
Sent: Tuesday, April 08, 2008 4:06 PM
To: Gleason-WebEmail
Subject: AZ-AM rate increase fo Sun City Water District

We do not feel it is right for the residents of Sun City (most of who ae on limited incomes) to be asked to pay for the Fire Flow Improvement project.

We believe the presnt fire flow for Sun City is adequate and we should not have to pay for Youngtown's problems.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

April 10, 2008

Email to the customer:
RE: Arizona American Water Company
Dear Water Customer:

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your email regarding the Arizona American Water Company ("Arizona American Water") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67767

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67804

Date: 4/10/2008

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

Complaint By: **Shirley Humphrey**

Account Name: Shirley Humphrey

Home: (000) 000-0000

Street: n/a

Work:

City: Sun City

CBR:

State: AZ **Zip:** n/a

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-07-0209 *****

***** REFERRED FROM CHAIRMAN GLEASON'S OFFICE *****

Customer sent the following e-mail -

From: Shirley Humphrey [mailto:[REDACTED]]
Sent: Thursday, April 10, 2008 1:59 PM
To: Gleason-WebEmail
Subject: Fire flow improvement project

As a newly appointed Board member of the Recreation Centers of Sun City, I am very concerned about what I am hearing is being proposed by our neighboring community, Youngtown. I'm sure you realize that they want to require that our residents contribute a large amount of money towards a project from which hardly anyone in Sun City would benefit. Although you probably are very aware of the facts in this case, I would be happy to meet with you if you need any additional input.

Please give the attached fact sheet your careful attention prior to your consideration of Youngtown's request.

Our community would very much like for you to oppose the Fire flow improvement project that you will soon be considering. Thank you for your consideration of our objections.

Shirley Humphrey
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Responded with the following e-mail -

Ms. Humphrey -

Thank you for your recent e-mail to Arizona Corporation Commission Chairman Gleason. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Arizona American Water Company ("Company") rate case has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67804

IMPORTANT MESSAGE FOR SUN CITY RESIDENTS



*Sun City
Condo Owners
Association*

The Real Story on Arizona-American Water's Fire Flow Improvement Project

What Is Arizona-American Water Trying to Do?

- Arizona-American Water (AZ-AM) is a private water utility and therefore regulated by the Arizona Corporation Commission (ACC).
- AZ-AM is asking the ACC to approve a 29.53% rate increase for Sun City Water District customers (29.01% increase in residential rates)
- AZ-AM also wants pre-approval from the ACC for a Fire Flow Improvement project to be paid for through additional surcharges to all Sun City Water District ratepayers (including ratepayers in Sun City and in Youngtown).
- The Fire Flow Improvement project is not mandatory, so AZ-AM will not go forward without the pre-approval of the Arizona Corporation Commission (ACC) and proper funding mechanisms in place.
- The investment cost for the project is \$4.9 million (up from a \$3.1 million estimate in 2005)
- AZ-AM's present rate design is based on minimum monthly charges that generally increase by meter size. The proposal would keep this rate design and increase monthly usage charges and commodity charges across all customer classes. This could have an adverse effect on all condo owners.

Is the Fire Flow Improvement Project Really Necessary?

- In the month of February 2008, only 3 of the 898 incidents to which the Sun City Fire Department responded were actual fires.
- The ACC requires potable water to be delivered at 20 psi and there is no requirement for 1500 gallons per minute fire flow.

- No other comparable Arizona-regulated water utility has ever oversized its system beyond ACC standards.
- The Residential Utility Consumers' Office (RUCO) believes fire flow modifications are discretionary and is not in favor of AZ-AM obtaining approval for a surcharge to fund the cost of oversizing its system.

How Does Youngtown Fit In?

- The City of Youngtown is in favor of the fire flow project and surcharges since they have a serious public safety problem.
- Sun City residents should not have to pay for Youngtown's problems.
- AZ-AM did a survey on the project and received 2,500 survey responses. How many survey responses were from Youngtown and how many from Sun City? Were condo owners properly represented?

What Can I Do?

- If you agree that AZ-AM's proposed fire flow improvement plan unfairly forces Sun City residents to pay for Youngtown's problems, please contact the Arizona Corporation Commission:

Commissioners Wing: 1200 W. Washington, Second Floor,
Phoenix, Arizona, 85007-2996

Chairman Mike Gleason: (602)542-3682, Gleason-web@azcc.gov

Commissioner Kristin K. Mayes: (602)542-4143,
Mayes-web@azcc.gov

Commissioner William Mundell: (602)542-3935,
Mundell-web@azcc.gov

Commissioner Jeff Hatch-Miller: (602)542-3625,
Hatch-web@azcc.gov

Commissioner Gary Pierce: (602)542-3933, Pierce-web@azcc.gov

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67838

Date: 4/11/2008

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

Complaint By: First: Roberta Last: Hilton

Account Name: Roberta Hilton

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Customer is opposed to the fire flow protection project. She states that this is a Youngtown situation and not a Sun City problem. Why should Sun City residents have to pay for services in Youngtown?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

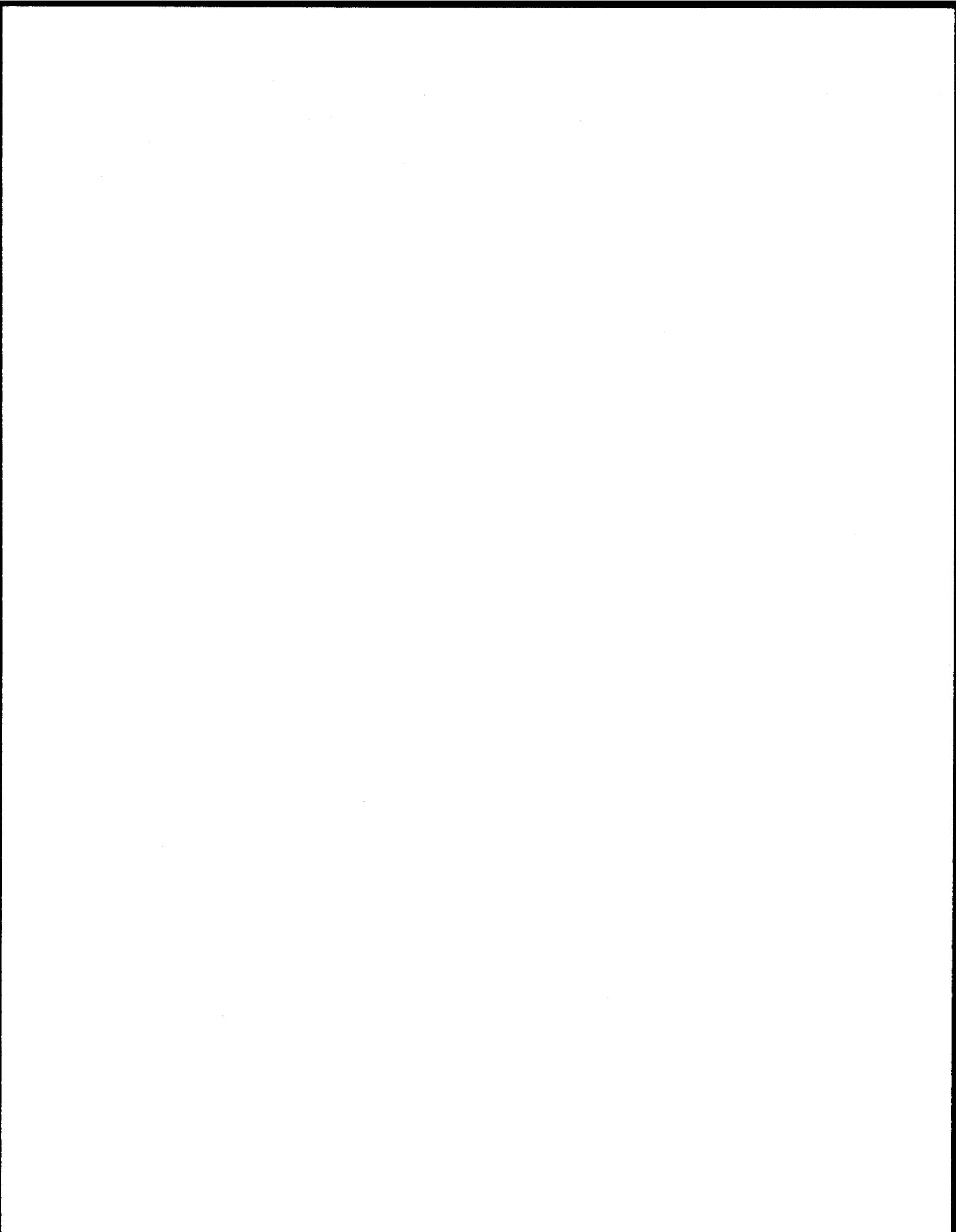
4/11/08 I explained that her opinion would be noted and filed in the docket. Closed

Filed in docket no. W-01303A-07-0209

End of Comments

Date Completed: 4/11/2008

Opinion No. 2008 - 67838



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Responded with the following e-mail -

Ms. Humphrey -

Thank you for your recent e-mail to Arizona Corporation Commission Chairman Gleason. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Arizona American Water Company ("Company") rate case has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67804

IMPORTANT MESSAGE FOR SUN CITY RESIDENTS



*Sun City
Condo Owners
Association*

The Real Story on Arizona-American Water's Fire Flow Improvement Project

What Is Arizona-American Water Trying to Do?

- Arizona-American Water (AZ-AM) is a private water utility and therefore regulated by the Arizona Corporation Commission (ACC).
- AZ-AM is asking the ACC to approve a 29.53% rate increase for Sun City Water District customers (29.01% increase in residential rates)
- AZ-AM also wants pre-approval from the ACC for a Fire Flow Improvement project to be paid for through additional surcharges to all Sun City Water District ratepayers (including ratepayers in Sun City and in Youngtown).
- The Fire Flow Improvement project is not mandatory, so AZ-AM will not go forward without the pre-approval of the Arizona Corporation Commission (ACC) and proper funding mechanisms in place.
- The investment cost for the project is \$4.9 million (up from a \$3.1 million estimate in 2005)
- AZ-AM's present rate design is based on minimum monthly charges that generally increase by meter size. The proposal would keep this rate design and increase monthly usage charges and commodity charges across all customer classes. This could have an adverse effect on all condo owners.

Is the Fire Flow Improvement Project Really Necessary?

- In the month of February 2008, only 3 of the 898 incidents to which the Sun City Fire Department responded were actual fires.
- The ACC requires potable water to be delivered at 20 psi and there is no requirement for 1500 gallons per minute fire flow.

- No other comparable Arizona-regulated water utility has ever oversized its system beyond ACC standards.
- The Residential Utility Consumers' Office (RUCO) believes fire flow modifications are discretionary and is not in favor of AZ-AM obtaining approval for a surcharge to fund the cost of oversizing its system.

How Does Youngtown Fit In?

- The City of Youngtown is in favor of the fire flow project and surcharges since they have a serious public safety problem.
- Sun City residents should not have to pay for Youngtown's problems.
- AZ-AM did a survey on the project and received 2,500 survey responses. How many survey responses were from Youngtown and how many from Sun City? Were condo owners properly represented?

What Can I Do?

- If you agree that AZ-AM's proposed fire flow improvement plan unfairly forces Sun City residents to pay for Youngtown's problems, please contact the Arizona Corporation Commission:

Commissioners Wing: 1200 W. Washington, Second Floor,
Phoenix, Arizona, 85007-2996

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