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SW-01303A-08-0227

From: DONALD MURPHY [samdonmurf@msn.com]
Sent: Sunday, November 23, 2008 1:50 PM
To: Linda Fisher; Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: Arizona Water rate hike

ORIGINAL

Nov. 19th, 2008
Arizona American Water;
Mr. Bradley Cole, Director of Operations.

Dear Sir;

In reading your letter of Nov 11th, 2008, it is very disturbing that you are asking for a rate increase. In the first place the residents of Sun City West, at least the majority of them that have been living here for fifteen or twenty or more years, moved here with a fixed income. We don't have the opportunity to increase it. Also there are a lot of people that have been hurt with the financial down fall in our country.

My wife and I went through our bills from Dec 07 to Nov. 08; we have seen an increase of \$7.49 in our water bill and an increase of \$10.61 in our wastewater, in one year. We have certainly not changed our water use habits, with the exception of reducing the use of water in our landscaping areas by grass, tree and shrub removal. (Approx. 1500 Sq. ft of grass, 10 trees and approx. 20 shrubs), hoping to get relief from our monthly bills. Yet our bill has never decreased! We also question why our bills are exactly the same, Feb. Mar., then May June July, then Oct. Nov. It doesn't seem logical if the meter is being read every month!

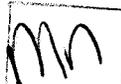
You wrote of the reasons for the rate increase, I am not totally unaware of running a business. When you own or run a business you generally plan on replacement of certain items that are required to maintain your services. Well replacement? Significant security? Electrical and pumping equipment? Prevent leaks? Main breaks? Your services require your Co. to maintain adequate water supply and water pressure. That is the business you are in! To say nothing of the fact that the waste water is the same price if there is one or twenty per residence, and the fact that approx. 35% of our population leave for the summer and are still charged.

When I was in business and I was fortunate enough to win a contract, I could not tell my customer that I needed a repair or a new piece of equipment or a material increase and he would have to pay more! Or if the code changed and I had to obey it that he would have to pay for it.

No Mr. Cole, I find it hard to believe your reasons. We are paying for the arsenic removal now and I don't mind that, although we have no accounting for what that might have cost or how long we will be paying for it.

The majority of us do not get pay raises or other perks such as autos and expenses.

Sincerely;
Donald H. Murphy
13835 West Territorial Lane
Sun City West, AZ 85375
CC:
Corporate Commissioners.
Linda Fisher, Director
Mike Gleason, Chairman
Kristin K. Mayes
William Mundell
Jeff Hatch Miller
Gary Pierce

Arizona Corporation Commission
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RECEIVED

Betty Camargo

From: desperados@cox.net
Sent: Sunday, November 23, 2008 3:24 PM
To: Mayes-WebEmail; Mundell-Web; Gleason-WebEmail; Hatch-WebEmail; Pierce-Web
Subject: Fwd: SUN CITY WEST MEETING 11/20/2008

> Date: Sun, 23 Nov 2008 14:07:48 -0800
> From: <desperados@cox.net>
> To: bradley.cole@amwater.com
> Subject: SUN CITY WEST MEETING 11/20/2008

>
> Dear Mr. Bradley Cole, Director of Operations,

>
> The presentation you directed on justifying a rate increase was done VERY POORLY.

>
> We all know the routine in asking for more and settling for less; however, in your opening statement you were trying to show a reason to defend a rate increase. Your speaker made it quite clear that you are also asking for an increase of 79.8%, and stated that he knows it will never happen. You are a private business and entitled to a return on your investment, but how much do you really need? All the numbers after your statement meant nothing. How can we trust you if the request is not a clear issue? How much do you really need.....79.8%,,,,,,50%.....40%.....?????

>
> The majority of residents in Sun City West live on a fixed income and I believe we deserve a better explanation than the one presented.

>
> Regards

> --

> Regards,

>

> Werner Willer

Betty Camargo

From: Rae Ann Danielson [dandy1az@cox.net]

Sent: Saturday, November 22, 2008 12:48 PM

To: Gleason-WebEmail

I can not imagine approving a 79.8% increase to any utility company and yet American Water Works, new owners of Arizona American Water, are asking the commission for that kind of increase. American Water Works increased their equity from \$3,809,000,000 to \$4,167,000,000 between March and September and it is no wonder they are the largest investor owned small water company in the U.S.

We all know fellow Sun City West individuals who are trying to recover from Security Company investments that have taken their life savings and this is not the time nor ever the place to approve outrageous utility rate increases. I do think that the general public is very tired of companies trying to take advantage. I personally do not want to see everything dying here because the water bill is not affordable.

Respectfully,
Rae Danielson
Sun City West resident

Betty Camargo

From: rfmummey@juno.com
Sent: Sunday, November 23, 2008 4:14 PM
To: Gleason-WebEmail
Subject: water rate increase

AS A RETIRED U.S. STEEL WORKER WHOSE PENSION HAS NOT CHANGED ONE CENT SINCE 1985 I FIND IT IMPOSSIBLE TO BE ABLE TO PAY TWICE AS MUCH FOR THE SMALL AMOUNT OF WATER I USE. TO THINK THAT ANY COMPANY COULD EVEN THINK OF RAISING RATES WITH THE COUNTRY IN THE SHAPE IT IS NOW IN - WELL, ON THE OTHER HAND, BIG COMPANIES DON'T CARE ABOUT THAT. BUT POLITICIANS? THEIR FUTURE IS IN THE HANDS OF THE VOTERS AND THE MESSAGE JUST SENT OUT DURING THE PRESIDENTIAL ELECTION SHOULD BE A SIGNAL THAT THE VOTER IS FED UP AND READY TO MAKE CHANGES.

ROBERT MUMMEY
SUN CITY WEST, AZ
AGE 78