

W-01303A-08-0227
SW-01303A-08-0227



ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73983 Date: 12/16/2008

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

Complaint By: Clearwater Farms II Clearwater Farms II
Account Name: Clearwater Farms II Home: (000) 000-0000
Street: [REDACTED] Work:
City: Waddell CBR:
State: AZ Zip: 85355 is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

12/16 DOCKET NO. W-01303A-08-0227 SW-01303A-08-0227 Agua Fria

December 11, 2008
Arizona Corporation Commission
Consumer Services Section
1200 W. Washington
Phoenix, AZ 85007
RE: Arizona-American Water Company
Rate increase application
W-01303A-08-0227 and SW-01303A-03-0227

Arizona Corporation Commission
DOCKETED
DEC 17 2008

DOCKETED BY [Signature]

RECEIVED
ARIZONA CORPORATION COMMISSION
CONSUMER SERVICES SECTION
PHOENIX, ARIZONA

Dear Members of the commission,
We are writing in response to the notice sent regarding the proposed 60% rate increase filed with a hearing set for March 19, 2009. We live in a community that is about 3 square miles of horse property and we need water to raise many of our animals in this rural area. Our properties are from 1 to 4 acres and we rely on well water as our only source. Most of us use approximately \$200 to \$300 per month, which is very costly during these tough economic times! We are asking as a community consisting of many who are retired and living on fixed income that you please deny this increase. We feel the increase would be a detriment to our amazing rural community and our beloved animals.

Thank you for your time & consideration to this outrageous increase! If you have any questions or concerns, please contact our office at [REDACTED]

Respectfully Submitted,
Clearwater Farms Unit II
Property Owner's Association
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

12/16
December 16, 2008

RE: ARIZONA AMERICAN WATER CO.

Dear Clear Water Farms II:

Your letter regarding the Arizona American Water Co. ("AAWC") 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 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.

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 or directly at [REDACTED]

Sincerely,

Trish Meeter
Public Utilities Consumer Analyst Utilities Division
Arizona Corporation Commission
End of Comments

Date Completed: 12/16/2008

Opinion No. 2008 - 73983

W. 01303A-08-0227
SW. 01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2008 73978

Date: 12/16/2008

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

Complaint By: **First:** William **Last:** Bankson

Account Name: William Bankson

Home: [REDACTED]

Street: [REDACTED] ave

Work:

City: Bullhead City

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/16 DOCKET NO. W-01303A-08-0227 SW-01303A-08-0227 FT MOHAVE WASTEWATER

Arizona Corporation Commission December 8, 2008

1200 W. Washington

Phoenix, AZ 85007-2929

Re: American Arizona Water (A.A.W.)

SWO 1303 A-08-0227

Dear Corporation Commission Members

We understand, as a customer of A.A.W., we need to ask you to reject their request for a rate increase. We are new homeowners in A.A.W. sewer district since April 2008. We were so shocked to get our first bill We have been married 48 years and have NEVER had a sewer bill twice as high as our water bill. Now they want to increase it 4 times my water usage bill. Which is mostly for our landscape irrigation? Our water bill averages \$19-20 per month, and they want to charge us \$89 for sewer??? I was told they even got an increase within the past two years. Even if we were not in these hard economic times it would be a hardship on us who are on fixed incomes. (Social Security in our case)

This company is very brazen to think we will all sit back and accept their request. The meeting they held at the El Rio was. ridiculous. We felt they only wanted to tell us how great they are and were not wanting or ready for our input.

Look at their request from this same scenario. I DECIDE TO REMODEL OUR HOME AND SPEND \$150,000. DO THE WORK, AND THEN GO STRAIGHT TO MY EMPLOYER AND DEMAND THEY DOUBLE MY SALARY SO I CAN PAY FOR IT. This is exactly what they are trying to do,

We lived on Lipan Blvd from Aug 2007 to April 2008 and the sewer smell there was sickening. They said they could control some of it but theft lines were insufficient to carry the volume. If they did an expansion of theft system, WHY, even yesterday when I went to my brother's home on Lipan the stench still exists. It must be a health hazard.

Why are the rates not regulated on our water usage? Then we could control our own individual expense.

PLEASE REJECT A.A.W. REQUEST FOR A RATE INCREASE. Also, question why they got their last increase.

Sincerely, /

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

William Bankson Mary J0 13 n

[REDACTED]
Fort Mohave, AZ 86426
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/16

Called customer. Advised his comment would be made a part of the case by being docketed and reviewed by the Commissioners before a decision is rendered.

End of Comments

Date Completed: 12/16/2008

Opinion No. 2008 - 73978

W. 01303A.08.0227
SW. 01303A.08.0227

PV

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73972

Date: 12/16/2008

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

Complaint By: **First:** Cynthia **Last:** Galbut

Account Name: Cynthia Galbut

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Paradise Valley

CBR:

State: AZ **Zip:** 85253

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/16 DOCKET NO. W-01303-08-0227 SW-01303-08-0227

PARIDISE VALLEY

Customer is opposed to the proposed rate increase by company. She believes the quality of water, quality of service and the misinformation provided by the company related to water quality issues has been poor and misleading. She has concerns about health issues and feels the cost of service is already too high for what is being provided.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/16

Advised customer her opinions would be docketed and made a part of the case. A separate inquiry was opened in her behalf addressing her concerns.

End of Comments

Date Completed: 12/16/2008

Opinion No. 2008 - 73972

IN. 01303A. 08. 0227
SW. 01303A. 08. 0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73974

Date: 12/16/2008

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

Complaint By: **First:** Marilyn **Last:** Nievaard

Account Name: Marilyn Nievaard

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/16 DOCKET NO W-01303A-08-0227 SW-01303A-08-0227 SUN CITY WEST

Arizona Corporation Commission
December 9, 2008
1300 W. Washington St 1st Floor
Phoenix, Az 85007-2929

Re: docket # W-01303A-08-0227

Dear Arizona Corporation Commission,

This letter concerns the increase in fees the Arizona American Water Company has asked you to approve for the city of Sun City West.

A meeting was held in SCW on November 20th with the representatives of Arizona American Water Company and they tried to explain why this increase was needed.

I know at that time there were some very unhappy people from our community and some, unfortunately, were very rude. I think the real problem is that a lot of people in our community are frightened. Most of us residents of SCW are older, retired and on fixed incomes. Any investments we had in the stock market have evaporated.

Arizona American Water Company is asking for an increase in the cost of water that seems very excessive.

They say they need it to pay for the improvements they have had to make in the past 6 years, but each of us has been paying for the Arsenic Recovery System they installed, above and beyond the water and wastewater portion of the bill.

They also say they need it to pay for increased operating expenses including labor, health insurance, etc. Since we have seen so much greed lately in large eastern corporations

we are skeptical. We wonder how much this company, that operates out of New Jersey, actually needs and how much is just going to pad the pockets of the "big guys".

Right now we have had to trim our spending habits. We would like to see big corporations willing to do the same thing.

Please wisely consider this request before you pass more costs on to us, the consumers. Thank you.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Ed and Marilyn Nievaard
[REDACTED]

Sun city Wed, AZ 85375-2061

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/16

December 16, 2008

RE: ARIZONA AMERICAN WATER CO.

Dear Ms. Nievaard:

Your letter regarding the Arizona American Water Co. ("AAWC") 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 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.

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 or directly at [REDACTED]

Sincerely,

Trish Meeter
Public Utilities Consumer Analyst Utilities Division
Arizona Corporation Commission
End of Comments

Date Completed: 12/16/2008

Opinion No. 2008 - 73974

W-01303A-08-0227
SW-01303A-08-0227

SCW

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez **Phone:** [REDACTED] **Fax:** [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73597 **Date:** 12/3/2008

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

Complaint By: **First:** Covenant **Last:** Presbyterian Church
Account Name: Covenant Presbyterian Church **Home:** [REDACTED]
Street: [REDACTED] **Work:**
City: Sun City West **CBR:**
State: AZ **Zip:** 85375 **is:**

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED] **Contact Phone:** [REDACTED]

Nature of Complaint:

Sun City West Water District
(Docket No. W-1303 A-07-0227)

Covenant Presbyterian Church
13601 Aleppo Drive
Sun City West, Arizona 85375-4735

[REDACTED]
19 November 2008

Consumer Service Section
1200 West Washington Street
Phoenix, AZ 85007

RE: Docket No. W-01303A-08-0227, Arizona American Water Rate Increase Request

Dear Commission Members:

We have serious concerns regarding the proposed rate increase of @80% sought by Arizona American Water Company, Inc. for Sun City West customers. The company is already using a rate surcharge to cover costs incurred by adding arsenic removal facilities, which on paper appears to not have been needed - if the percent of arsenic was as reported by the company.

On top of this surcharge now the company needs an additional 79.76% (AAW undated summary)? We believe this request to be unconscionable, exorbitant and without merit. The parent company of AAW knew what they were getting when they bought the AAW Company. It would appear the parent company is more concerned with lining its executive's pockets and the pockets of the stockholders than they are with providing clean water to a retirement community where a lot of folks live on fixed income. Additionally, the recent 30% drop in stock prices

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

has left many in this community and in this congregation struggling to make their budgets.

We would like you to ask the following questions to AAW on our behalf:

1. What is the total compensation of the top 5 company executives?
2. What are the bonuses for company employees? What is the basis for bonuses, bottom line or Performance?
3. Do executives have "Golden Parachutes"?
4. Where is the annual meeting held? What is the true cost per person to attend? Do executives take their spouses to these meetings and if so does the company pay the spouse's expenses?
5. What other conferences or conventions are attended and at what cost? Are any held at 4 or 5 star resorts?
6. How many employees have company cars? What is the policy on personal use of the cars? How strictly is the personal use of cars enforced?
7. How many Country Club memberships or other social memberships does the company have?
8. What is the advertising budget? What is the purpose of the advertising?
9. How many billboards at sports venues? How many little league ball teams etc are sponsored?
10. Are there any suites at the major ballparks like The Chase, America West Arena or University of Phoenix Stadium?
11. How many tickets are purchased at these major sports facilities? Who receives these tickets? What is the purpose for the purchase of the tickets?
12. What is the retirement policy for executives? For other employees?
13. Does the Health Insurance program require all employees, including executives, to pay a portion of the premium?
14. Was the company aware that major improvements were needed when the Sun City West facility was purchased and if so was the cost of the improvements factored into the purchase price? If they were not aware of the needs, why didn't it know the needs? If the company knew of the needs, why did it overpay so much for the facility? Did the company just assume it could recoup the costs with rate increases?
15. Have any studies been done to show how effective each employee is and if their job is really necessary?
16. Is there any money spent in entertaining members or staff of the Corporation Commission? 17. Are any political donations made and to whom?
18. How much is spent on lobbyists?

Lady and Gentlemen of the Commission, asking for an 80% increase on a necessary ingredient for life such as water is, in our view, highway robbery, and we ask you to view it as the same and vote to deny this increase.

Thomas E. Troxell
Pastor

Paul V. Hoover
Chairman, Board of Directors

Edwin Wolf
Chairman, Board of Elders

AAWC,
Please answer the question that you can for this customer.
End of Complaint

Utilities' Response:

na
End of Response

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

I called the customer and told him that we are in receipt of his correspondence and that we will have it entered into our database for the record. Also, we will docket his correspondence so that the Commissioners will have an opportunity to read his concerns prior to rendering their decision. I also explained to customer that if he looks at the application that is available on the ACC website most of the answers to his questions can be answered. Customer appreciated the follow up call to his correspondence. FILE CLOSED.

E-mailed Trish Meeter @ ACC's Phoenix Office to have this OPINION docketed towards Arizona-American Water Company proposed rate case . CLOSED.

End of Comments

Date Completed: 12/10/2008

Opinion No. 2008 - 73597

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73997

Date: 12/16/2008

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

Complaint By: **Victor & Marcia Burnett**

Account Name: Victor & Marcia Burnett

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ **Zip:** 85374

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****Agua Fria Water System*****

Received the following ACC Public Comment Form dated 11-16-08:

How can this company be asking for a rate increase of 58.15 percent to our monthly water bills? This is outrageous. Phoenix city water and Surprise city water both increased in the neighborhood of 5-7 percent. How can Arizona-American think of asking for such an increase. Whenever there is any problem involving a water company, it is always Arizona-American that is the heart of it. They really should go back where they came from. We had Phoenix city water for 40 years before moving to Surprise and never had any problem at all.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and left voice mail message acknowledging their ACC Public Comment Form. I extended thanks for taking the time to express their opinion in this matter and advised their comments would be noted for the record in this rate application and would be considered before a decision is rendered in this matter.

I e-mailed this OPINION to Carmen Madrid @ the ACC Phoenix Office to have this docketed towards AZ-American Water Company rate case, docket no. W-01303A-08-0227 and SW-01303A-08-0227, Agua Fria Water System. File closed.

End of Comments

Date Completed: 12/16/2008