

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



0000093352

ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

41  
CD

**ORIGINAL**

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 75300 Date: 2/4/2009

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

First: Last:

Complaint By: Wayne and Geraldine Wood

Account Name: Wayne and Geraldine Wood

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

\*\*\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*\*

Arizona Corporation Commission  
DOCKETED

FEB 05 2009

Arizona Corporation Commission

Re: Docket #SW-01303A-08-0227

DOCKETED BY

Dear Sirs:

We respectfully request that the Commission deny the rate increase proposed by the water company. The present rates are quite high, and we feel it would be more appropriate for the water company to find ways to reduce costs, if that must be, and leave the billing rates as they are.

Sincerely,

Wayne L. Wood  
Geraldine Wood

Sun City West, AZ 85375  
\*End of Complaint\*

AZ CORP COMMISSION  
DOCKET CONTROL

2009 FEB -5 1P 3:42

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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February 4, 2009

Wayne L. Wood  
Geraldine Wood

Sun City West, AZ 85375

Dear Mr. & Mrs. Wood;

Your comments regarding the Arizona-American Water Company (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.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227  
\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75300**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 75299**

**Date:** 2/4/2009

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

**Complaint By:** **First:** Carl and Margaret **Last:** Gilbert

**Account Name:** Carl and Margaret Gilbert

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:**

**State:** AZ **Zip:** 85375

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*\*

February 2, 2009

Arizona Corporation Commission  
12000 W. Washington St Room I  
Phoenix Az 85007

Re: Docket #SW-01303A-08-0227  
Arizona/American Water Rate Increase

Please consider this letter as our protest to the requested rate increase by Arizona American Water. We think and increase of 80% to be excessive. Besides being a hardship on those of us with fixed incomes and will be unfair to those families struggling with our failing economy. Just limit it to a reasonable rate increase.

Thank you,

Carl and Margaret Gilbert

Sun City West, Az 85375  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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February 4, 2009

Carl and Margaret Gilbert

Sun City West, Az 85375

Dear Mr. & Mrs. Gilbert;

Your comments regarding the Arizona-American Water Company (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.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227  
\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75299**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid      **Phone:** (      **Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009      75298      **Date:** 2/4/2009

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

**Complaint By:**      **First:**      **Last:**  
**Mr. & Mrs. R. J. Anton**

**Account Name:** Mr. & Mrs. R. J. Anton      **Home:** (000) 000-0000

**Street:**      **Work:** (000) 000-0000

**City:** Sun City West      **CBR:**

**State:** AZ      **Zip:** 85375      **is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a      **Contact Phone:** n/a

**Nature of Complaint:**  
\*\*\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*\*

Mr. & Mrs. R. J. Anton

Sun City West, Arizona, 85375  
2 February 2009

To: Arizona Corporation Commission  
1200 W. Washington Street Room 1  
Phoenix, AZ. 65007

Ref; Docket #SW-01303A-08-0227

Dear Members,

We as residents of Sun City West Protesting #SW-01303A-08-0227 as being unfair and expensive.

Sincerely,

R. J. Anton  
D. J. , Anton  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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February 4, 2009

Mr. & Mrs. R. J. Anton

Sun City West, Arizona, 85375

Dear Mr. & Mrs. R. J. Anton;

Your comments regarding the Arizona-American Water Company (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.

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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,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227

\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75298**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:** ( )

**Fax:** ( )

**Priority:** Respond Within Five Days

**Opinion No. 2009 75297**

**Date:** 2/4/2009

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

**First:**

**Last:**

**Complaint By:** Michael M.

Callahan

**Account Name:** Michael M. Callahan

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:**

**State:** AZ **Zip:** 85375

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*\*

Michael M. Callahan

Sun City West, AZ 85375-6859

Arizona Corporation Commission  
1200 W. Washington St. Room 1  
Phoenix, AZ 85007

Ref: Docket # SW-1303A-08-0227

Dear Sirs,

Please accept this letter as my formal protest of the requested rate increase of 79.96% to our current water rates. This amount of increase is unreasonable and completely unfair to the residents of our community. I completely disagree with any argument you may have to justify this amount of increase and will join any effort to block this injustice. Our community consists mostly of people living on fixed incomes and the amount you are proposing will severely limit our ability to pay this ridiculous rate hike.

Sincerely,

Michael M. Callahan  
\*End of Complaint\*

**Utilities' Response:**

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Investigator's Comments and Disposition:

February 4, 2009

Michael M. Callahan

Sun City West, AZ 85375-6859

Dear Mr. Callahan:

Your comments regarding the Arizona-American Water Company (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.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227

\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75297**

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W-01303A-08-0227  
S.W-01303A-08-0227

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:** .....

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 75294**

**Date:** 2/4/2009

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

**First:**

**Last:**

**Complaint By:** W. G.

**Eckenberg**

**Account Name:** W. G. Eckenberg

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:**

**State:** AZ Zip: 85375

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*\*

Sun City West  
AZ 85375

1/31/09

Arizona Corporation Commission  
1200 W. Washington St. Room I  
Phoenix, AZ 85007

Docket # SW-01303A-08-0227

An 80% increase in rates?! Who do they think they're kidding?! Perhaps 8% but certainly not 80%. Maybe in this current economy we should be looking for an alternative to Arizona American Water.

W.G. Eckenberg  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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February 4, 2009

W. G. Eckenberg

Sun City West, AZ 85375

Dear Mr. Eckenberg:

Your comments regarding the Arizona-American Water Company (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.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227  
\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75294**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:** (

**Fax:** (

**Priority:** Respond Within Five Days

**Opinion No.** 2009 75308

**Date:** 2/4/2009

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

**Complaint By:** **First:** Jane **Last:** Eckenberg

**Account Name:** Jane Eckenberg

**Home:** (000) 000-0000

**Street:** 2

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:**

**State:** AZ **Zip:** 85375

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*SUN CITY WEST WATER DIVISION\*\*\*\*\*

Sun City West  
AZ 85375

1/31/09

Arizona Corporation Commission  
1200 W. Wastington St. Room 1  
Phoenix, AZ 85007

Docket # SW-01303A-08-0227

I am appalled by the proposed plan by Arizona American Water to raise water rates for their residential customers by 79.96%. What choice do we have except to buy from them which further exacerbates the situation. The only work that describes this situation is extortion.

Jane Eckenberg  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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February 4, 2009

Jane Eckenberg

Sun City West, AZ 85375

Dear Mr. Eckenberg:

Your comments regarding the Arizona-American Water Company (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.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227  
\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75308**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:** .....

**Fax:** (

**Priority:** Respond Within Five Days

**Opinion No. 2009 75293**

**Date:** 2/4/2009

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

**First:**

**Last:**

**Complaint By:** Mr. and Mrs. Gene Loughrin

**Account Name:** Mr. and Mrs. Gene Loughrin

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:**

**State:** AZ **Zip:** 85375

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*\*

January 30, 2009  
Arizona Corporation Commission  
1200 W. Washington Street  
Room I  
Phoenix, AZ 85007

To Whom It May Concern:

I am writing this letter to protest the ridiculous proposed increase in water rates. The Docket #SW-01303A-08-0227. I can't imagine anyone in their right mind would approve this rate hike. I am writing to let you know that my husband and I are adamantly opposed to this high and ridiculous rate increase. We are retired and living in Sun City West and find this proposed increase to adversely affect our way of living.

Thank you for this consideration,  
Mr. and Mrs. Gene Loughrin

Sun City West, AZ 85375  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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February 4, 2009

Mr. and Mrs. Gene Loughrin  
Sun City West, AZ 85375

Dear Mr. and Mrs. Loughrin:

Your comments regarding the Arizona-American Water Company (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.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227  
\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75293**

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W-01303A-08-0227  
S.W-01303A-08-0227

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 75292**

**Date:** 2/4/2009

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

**Complaint By:** **First:** L. Faye **Last:** Teemer

**Account Name:** L. Faye Teemer

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:**

**State:** AZ **Zip:** 85375

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*\*

L Faye Teemer

Sun City West, Az. 85375

To: Arizona Corporation Commission:

I am writing to protest the high rate increase that The Az Am Water company is asking for (It is Dockett # SW 01303-08-0227) A 79.96% increase is beyond reasonable and will be a hardship for many Sun City West residents. Please donot confirm Az Am Water Co's request.

Thank you  
L. Faye Teemer  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

February 4, 2009

L. Faye Teemer

Sun City West, AZ. 85375

Dear Ms. Teemer:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Your comments regarding the Arizona-American Water Company (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.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227

\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75292**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 75290**

**Date:** 2/4/2009

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

**First:**

**Last:**

**Complaint By:** Arlene L.

Jastrem

**Account Name:** Arlene L. Jastrem

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:**

**State:** AZ Zip: 85375

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*\*

Arlene L. Jastrem

Sun City West, Arizona 85375

February 2, 2009

Arizona Corporation Commission  
1200 Washington St. Room 1  
Phoenix, Arizona 85007

Re: Docket #SW-01303A-08-0227

Gentlemen:

At first I thought it was a joke that any utility would be allowed to increase rates as much as 80%, Then I still had a hard time realizing that this could be true.

Here in Sun City West, as you know, we are a community of retired people. Most of us live on social security. Some have pensions to supplement and some don't. I have some savings that seem to disappearing more and more each day.

I can only speak for myself, of course, and I can tell you that I cannot afford an increase of this magnitude. I am grateful that I don't have to drive very far for what I need with gas prices on the raise again. As you know, everything is going up because of the economy and we're a captive audience caught in the middle.

Please reconsider this request. I don't want to become homeless at my age or become a ward of the state. This

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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only puts more pressure on our indebted state. I understand this particular issue but I don't understand why small increases weren't instituted along the way. It makes no sense to impose such an increase, especially at this time in our global economic slump, on a people who have worked hard all their lives and are trying to be self supportive.

Sincerely,  
Arlene L. Jastrem  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

February 4, 2009

Arlene L. Jastrem

Sun City West, AZ. 85375

Dear Ms. Jastrem:

Your comments regarding the Arizona-American Water Company (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.

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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,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227

\*End of Comments\*

**Date Completed: 2/4/2009**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 75288**

**Date:** 2/4/2009

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

**First:**

**Last:**

**Complaint By:** Roland & Norma Franklin

**Account Name:** Roland & Norma Franklin

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:**

**State:** AZ **Zip:** 85375

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

February 1, 2009

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

Re: Docket# SW-01303A-08-0227  
Arizona/American Water Rate Increase

Please consider this letter as our protest to the requested rate increase by Arizona American Water. We think an increase of 80% to be excessive to the extreme. Besides being a hardship on those of us with fixed incomes, it will be unfair to those families already struggling with our failing economy.

Please fulfill your mandate and limit this company to a reasonable rate increase.

Roland & Norma Franklin

Sun City West, AZ. 85375  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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February 4, 2009

Roland & Norma Franklin

Sun City West, AZ. 85375

Dear Mr & Mrs. Franklin:

Your comments regarding the Arizona-American Water Company (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.

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Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227  
\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75288**

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

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 75287**

**Date:** 2/4/2009

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

**First:**

**Last:**

**Complaint By:** Roy & Beverly

Merriott

**Account Name:** Roy & Beverly Merriott

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:**

**State:** AZ **Zip:** 85375

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*\*

bruary 1, 2009

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

Re: Docket# SW-01303A-08-0227  
Arizona/American Water Rate Increase

Please consider this letter as our protest to the requested rate increase by Arizona American Water. We think an increase of 80% to be excessive to the extreme. Besides being a hardship on those of us with fixed incomes, it will be unfair to those families already struggling with our failing economy.

Please fulfill your mandate and limit this company to a reasonable rate increase.

Roy & Beverly Merriott

Sun City West, AZ. 85375  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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February 4, 2009

Roy & Beverly Merriott

Sun City West, AZ. 85375

Dear Mr. and Mrs. Merriott:

Your comments regarding the Arizona-American Water Company (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.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227

\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75287**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 75285**

**Date:** 2/4/2009

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

**First:**

**Last:**

**Complaint By:** Fredereick W. & Clara Green

**Account Name:** Fredereick W. & Clara L. Green

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:**

**State:** AZ **Zip:** 85375

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*\*

February 1, 2009

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

Re: Docket# SW-01303A-08-0227  
Arizona/American Water Rate Increase

Please consider this letter as our protest to the requested rate increase by Arizona American Water. We think an increase of 80% to be excessive to the extreme. Besides being a hardship on those of us with fixed incomes, it will be unfair to those families already struggling with our failing economy.

Please fulfill your mandate and limit this company to a reasonable rate increase.

Fredereick W. & Clara Green

Sun City West, AZ. 85375  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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February 4, 2009

Fredereick W. & Clara Green

Sun City West, AZ. 85375

Dear Mr. and Mrs. Green:

Your comments regarding the Arizona-American Water Company (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.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227

\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75285**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 75283**

**Date:** 2/4/2009

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

**First:**

**Last:**

**Complaint By:** Gordon and Rose Putz

**Account Name:** Gordon and Rose Putz

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:**

**State:** AZ Zip: 85375

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*\*

February 1, 2009

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

Re: Docket# SW-01303A-08-0227  
Arizona/American Water Rate Increase

Please consider this letter as our protest to the requested rate increase by Arizona American Water. We think an increase of 80% to be excessive to the extreme. Besides being a hardship on those of us with fixed incomes, it will be unfair to those families already struggling with our failing economy.

Please fulfill your mandate and limit this company to a reasonable rate increase.

Gordon and Rose Putz

1

Sun City West, AZ. 85375

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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February 4, 2009

Gordon and Rose Putz

Sun City West, AZ. 85375

Dear Mr. and Mrs. Putz:

Your comments regarding the Arizona-American Water Company (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.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227

\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75283**

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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February 4, 2009

Lyle and Maren Bakken

Sun City West, AZ 85375

Dear Mr. and Mrs. Bakken:

Your comments regarding the Arizona-American Water Company (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.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227  
\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75282**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:** (

**Fax:** (

**Priority:** Respond Within Five Days

**Opinion No. 2009 75281**

**Date:** 2/4/2009

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

**First:**

**Last:**

**Complaint By:** Paxton W. Hunter

**Account Name:** Paxton W. Hunter & George C. Burns

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:**

**State:** AZ Zip: 85375

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*\*

January 31, 2009

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

Re: Docket# SW-01303A-08-0227  
Arizona/American Water Rate Increase

Please consider this letter as our protest to the requested rate increase by Arizona American Water. We think an increase of 80% to be excessive to the extreme. Besides being a hardship on those of us with fixed incomes, it will be unfair to those families already struggling with our failing economy.

Please fulfill your mandate and limit this company to a reasonable rate increase.

Paxton W. Hunter  
George C. Burns

Sun City West, AZ. 85375  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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February 4, 2009

Paxton W. Hunter  
George C. Burns

Sun City West, AZ 85375

Dear Mr. Hunter and Mr. Burns:

Your comments regarding the Arizona-American Water Company (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.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227  
\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75281**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid      **Phone:**      **Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009      75277      **Date:** 2/4/2009

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

**Complaint By:**      **First:**      **Last:**  
Dean      Spotts

**Account Name:** Dean Spotts      **Home:** (000) 000-0000

**Street:**      **Work:** (000) 000-0000

**City:** Sun City West      **CBR:**

**State:** AZ      **Zip:** 85375      **is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a      **Contact Phone:** n/a

**Nature of Complaint:**  
\*\*\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*\*

February 2, 2009

Arizona Corporation Commission  
1200 W. Washington St.  
Room 1  
Phoenix, AZ 85007

#SW-01303A-08- 0227

Gentlemen:

Arizona/American's proposal to increase residential water rates by 79.96% is outrageous. Surely GREED figures into this excessively high request. A better proposal? Replace Arizona/American.

Disgusted,

Dean Snotts

Sun City West AZ 85375  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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February 4, 2009

Mr. Dean Spotts

Sun City West, AZ 85375

Dear Mr. Spotts:

Your comments regarding the Arizona-American Water Company (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.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227

\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75277**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 75274**

**Date:** 2/4/2009

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

**First:**

**Last:**

**Complaint By:** Ron & Jeanette

Bower

**Account Name:** Ron & Jeanette Bower

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:**

**State:** AZ Zip: 85375

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*\*

Arizona Corporation Commission  
1200 W. Washington St Room 1  
Phoenix, AZ 85007

RE: Docket #SW-01303A-08-0227

I want to protest the unreasonable proposed water rate increase of 79.96% to the citizens of Sun City West. It is ridiculously high!

I am writing to encourage your committee to review and redo the proposal to make it more acceptable to the residents of Sun City West.

Thank you.  
Ron and Jeanette Bower  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

February 4, 2009

Mr. and Mrs. Bower

Sun City West, AZ 85375

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Dear Mr. and Mrs. Bower:

Your comments regarding the Arizona-American Water Company (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.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227  
\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75274**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 75269**

**Date:** 2/4/2009

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

**Complaint By:** **First:** John T. **Last:** Driscoll

**Account Name:** John T. Driscoll

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:**

**State:** AZ **Zip:** 85375

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*\*

February 1, 2009

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

Re: Docket # SW-01303A-08-0227  
Arizona/American Water Rate Increase

Please consider this letter as our protest to the requested rate increase by Arizona American Water. We think an increase of 80% to be excessive to the extreme. Besides being a hardship on those of us with fixed incomes, it will be unfair to those families already struggling with our failing economy.

Please fulfill your mandate and limit this company to a reasonable rate increase.

Cordially,

John T. Driscoll

Sun City West, AZ 85375  
\*End of Complaint\*

**Utilities' Response:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

February 4, 2009

Mr. John Driscoll

Sun City West, AZ 85375

Dear Mr. Driscoll:

Your comments regarding the Arizona-American Water Company (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.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227

\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75269**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 75268**

**Date:** 2/4/2009

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

**Complaint By:** **John Caponetto**

**Account Name:** John Caponetto

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Fort Mohave

**CBR:**

**State:** AZ **Zip:** 86427

**is:**

**Utility Company:** Arizona - American Sewer Company

**Division:** sewer

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*MOHAVE WATER & WASTEWATER DISTRICT\*\*\*\*\*

1/27/09

To: Arizona Corporation Commission  
Consumer Services Section  
1200 West Washington  
Phoenix, AZ 85007

Re: Docket No. W-01303A-08-0227 et al.

I am sending this correspondence in protest of Arizona-American Water Company, Inc. requesting permanent revenue increases for the Mohave Water District. I have been a resident of this area for 22 years. When Arizona-American Water replaced its predecessor Citizens Water Resources about February 2002, the sewer rate was \$39.84 per month for residential customers. In June 2007, Arizona-American previously applied for a rate increase that was granted which raised the sewer rate to \$49.75. That's a 20% increase. Then only one year later on May 2, 2008, they filed for an increase of an additional 80% over the \$49.75 rate, which would establish a monthly rate of \$89.75, This is absolutely ridiculous!

Our neighboring sewer utilities are Fort Mohave Tribal Utilities Authority and Bullhead City. They charge \$30.00 and \$31.00 respectively. If anything, the Corporation Commission should have Arizona-American Water reduce the existing rate of \$49.75!

Arizona-American Water claims that their electric consumption for operations has greatly increased. But upon checking with a representative of Mohave Electric Co-Op, their electric consumption has actually decreased.

If Arizona-American Water can't operate a utility company successfully here, then they need to move back east where they came from.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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As a general contractor, I have found that every time I contact Arizona-American Water on the phone, I am directed back east (no one local) with staff that doesn't have a clue how things operate in this area.

If Arizona-American Water is granted permission to raise its rate again, I would be strongly tempted to convert my waste water system to a gray water system and install a portable toilet.

Thank you,  
John Caponetto  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

2/4/09 I tried to contact consumer and left a voicemail for a return call. Consumer returned call and requested that a message be left on voicemail. I contacted the consumer's voicemail and left the information that his opinion had been received and will be made part of the docket. Closed

file in docket no. W-01303A-08-0227 & SW-01303A-08-0227  
\*End of Comments\*

**Date Completed: 2/4/2009**

**Opinion No. 2009 - 75268**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Richard Martinez      **Phone:**      **Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009      75331      **Date:** 2/5/2009

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

**Complaint By:**      **First:** Sally A.      **Last:** Bregar

**Account Name:** Sally A. Bregar      **Home:**

**Street:**      **Work:**

**City:** Sun City West      **CBR:**

**State:** AZ      **Zip:** 85375      **is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:**      **Contact Phone:**

**Nature of Complaint:**

SUN CITY WEST WATER DISTRICT

Docket No. SW-01303A-08-0227

Received the following correspondence:

Dear Commissioner Members,

The Arizona American Water Co. has proposed a rate increase of 79.96 in residential rates. I am absolutely appalled!!

I live alone in a very modest, 2 bedroom home in the oldest section of Sun City West with gravel ground cover. My current bills from Arizona American Water Co. are always over \$50 per month.

Would you please turn down their request for this absurd increase at this time.

Thank you for your consideration

Sally A Bregar  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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I called customer and acknowledged the fact that the ACC received her correspondence. I told customer that her Opinion would be entered into our database for the record and her Opinion would be docketed so that the Commissioners would have an opportunity to read her concerns prior to rendering their decision. Customer was thankful for the call placed to her. FILE CLOSED.

\*\*\*\*\*

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Arizona - American Water Company- Docket No. SW-01303A-08-0227.

\*End of Comments\*

**Date Completed: 2/5/2009**

**Opinion No. 2009 - 75331**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton

**Phone:** [REDACTED]

**Fax:** (602) [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 75374**

**Date:** 2/5/2009

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

**Complaint By:** **Martha K Williams**

**Account Name:** Martha K. Williams

**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:**

DOCKET NO: W 01303A-08-0227 SUN CITY WEST WATER DISTRICT  
SW 01303A-08-0227

February 4, 2009  
Arizona Corporation Commission  
1200 W. Washington St.  
Room 1  
Phoenix, AZ. 85007  
Docket No.: SWO1303A-08-0227

Gentlemen:

I am writing to protest the requested increase for water by Az Am, which is extraordinarily high. I moved to Arizona from Virginia in early 2008 and was stunned at my water bill. I am a household of one person whose water & sewer bill ran between \$35 and \$40 each month. Here, my water bill runs between \$98 and \$104 per month. I don't have a swimming pool and I have been checked for water leaks. I had no idea the cost of water would be this high and worry about the effect it will have on my fixed income. One major monthly charge on the bill each month is over \$60.00 for the water meter, which is ridiculous. In this age of corporate excesses and abuse, I can only imagine how much excess is going on at AZ AM that they are charging one person over \$100 a month for water. I don't know what people do who have families. Parks, the trash company, sent out a notice that in these bad economic times, they have decided not to raise rates at all – an example of corporate responsibility; but AZ AM not only wants to raise rates, but rip people off even more than they have been doing in the past. It is unbelievable!

I respectfully request a serious review of the request for an increase by AZ AM and a note not to increase the already excessive rates charged by AZ AM.

Sincerely yours,

Martha K. Williams

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

  
Sun City West, AZ 85375  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

called consumer to acknowledge receipt of opinion and confirm docketing  
\*End of Comments\*

**Date Completed: 2/5/2009**

**Opinion No. 2009 - 75374**

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W 01303A-08-0227

SW 01303A-08-0227

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 75368**

**Date:** 2/5/2009

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

**Complaint By:** **First:** Joe **Last:** Donohue

**Account Name:** Joe & Joan Donohue

**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:**

DOCKET NO: W 01303A-08-0227 SUN CITY WEST WATER DISTRICT  
SW 01303A-08-0227

JOE & JOAN DONOHUE  
[REDACTED]  
SUN CITY WEST, AZ. 85375

February 2, 2009  
Arizona Corporation Commission  
1200 W. Washington St. Room 1  
Phoenix, Arizona 85007  
Reference Docket #SW-0 1303 A-08-0227

To Whom It May Concern:

We are writing this letter to protest the requested rate increase. It is ridiculously high. Our community consists of retired people on fixed incomes. This increase would be a terrible burden financially to all of us. Please take all these factors into consideration.

Thank you,  
Yours truly,

Joe & Joan Donohue .  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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called consumer to acknowledge receipt of opinion and confirm docketing  
\*End of Comments\*

**Date Completed: 2/5/2009**

**Opinion No. 2009 - 75368**

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 75365**

**Date:** 2/5/2009

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

**Complaint By:** **First:** John H. **Last:** Norman

**Account Name:** John H. Norman

**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:**

DOCKET NO: W 01303A-08-0227 SUN CITY WEST WATER DISTRICT  
SW 01303A-08-0227

Arizona Corporation Commission  
1200W. Washington St.  
Room 1  
Phoenix AZ 85007  
DOCKET # SW-91303A-08-0227

1. I protest the 79.96 % increase in the cost of water. We have attempted to lower use by digging out our "bubbler system" and discarding plants except Desert that require little or no water. The few potted plants are watered by discarded wash water....yet our has soared upward unreasonable, This company has caused considerable alarm by the "pushing" of utility repairs(side walks, water lines ,etc. insurance(?). I sent them a check, later got a notice they would attach my bank for the balance-this was I month, only... after several calls they dropped it. I still get offers for similar "protection". Yes, the water is very good, but so was Sun City West water during the 17 years living here I am well aware of the value of water, born and raised on a farm using "spring" and later a drilled well—that got very low in dry times.

2. It is understood that costs are increasing-I am well aware of this and cut back when I can. I only buy gasoline 3-4 times a year now, my car never leaves SCW except for emission check. Please take back that price Arizona American

John H. Norman  
[REDACTED]  
Sun City West, AZ 85375  
[REDACTED]  
jhnormantjuno .com  
\*End of Complaint\*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

called consumer to acknowledge receipt of opinion and confirm docketing

\*End of Comments\*

**Date Completed: 2/5/2009**

**Opinion No. 2009 - 75365**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75362

Date: 2/5/2009

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

Complaint By: First: Barbara J. Last: Rogers

Account Name: Barbara J. Rogers

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:

DOCKET NO: W 01303A-08-0227  
SW 01303A-08-0227

SUN CITY WEST WATER DISTRICT

BARBARA J. ROGERS

[REDACTED]  
Sun City West, AZ 85375

[REDACTED]  
February 3, 2009

Arizona Corporation Commission  
1200 W. Washington St.  
Room 1  
Phoenix, AZ 85007

I am writing to the Commission to protest the water rate increase of 79.96% for the Sun City West residents which the Arizona American Water Company has asked for. This is a totally unreasonable rate increase and especially considering that all of the residents of Sun City West are over the age of 55 and retired and most simply cannot afford this kind of an increase. I am adding my voice to the protest of this rate increase.

Sincerely,

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

called consumer to acknowledge receipt of opinion and confirm docketing

\*End of Comments\*

Date Completed: 2/5/2009

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2009 - 75362

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 75378** **Date: 2/5/2009**

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

**Complaint By:** **Barbara** **McCurdy**

**Account Name:** Barbara McCurdy **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:**  
DOCKET NO: W 01303A-08-0227 SUN CITY WEST WATER DISTRICT  
SW 01303A-08-0227

It has come to my attention that residential water rates here in the Sun City West area of Maricopa County are about to be increase nearly 80%. This, at a time when nearly everyone is experiencing massive lossess in our retirement incomes, lay offs and foreclosures.

We urge the Commission to act wisely in this matter and defeat this request for increased water rates.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

called consumer to acknowledge receipt of opinion and confirm docketing  
\*End of Comments\*

**Date Completed:** 2/5/2009

**Opinion No. 2009 - 75378**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75383

Date: 2/5/2009

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

Complaint By: First: John Last: Stevens

Account Name: John Stevens

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ Zip: 85387

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW 01303A-08-0227  
W 01303A-08-0227 Aqua Fria Water and Aqua fria wastewater District

February 3,2009  
Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007  
Re: Docket # SW-01303A-08-0227  
Arizona/American Water Rate Increase

Please consider this letter as my personal protest to the requested rate increase by Arizona American Water. The sought after increase of 80% is excessive to the extreme. In addition to its being a hardship on those of us retirees with fixed incomes, it will be unfair to those families already struggling with little hope in our failing economy. Please fulfill your mandate and limit this company to a reasonable rate increase, like an inflation percentage.

Cordially,

Permanent full time resident  
John Stevens

[REDACTED]  
Surprise AZ 85387-6473  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Called consumer to acknowledge receipt of opinion and explained docket process.  
\*End of Comments\*

Date Completed: 2/5/2009

Opinion No. 2009 - 75383

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2009 - 75357

**Date:** 2/5/2009

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

**Complaint By:** **First:** Dorothy A. **Last:** Mikulka

**Account Name:** Dorothy A. Mikulka

**Home:** [REDACTED]

**Street:** [REDACTED] or

**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:**

DOCKET NO: W 01303A-08-0227  
SW 01303A-08-0227

SUN CITY WEST WATER DISTRICT

Mrs. Richard Mikulka

[REDACTED]  
Sun City West, AZ 85375

January 31, 2009

RE: Arizona America Rate Proposal  
Docket #SW-01 303A-08-0227  
Arizona Corporation Commission  
1200 W. Washington St., Room #1  
Phoenix, AZ 85007

To Whom It May Concern,

I protest the requested rate increase as being ridiculously high. As a retiree let it be known that an increase of this magnitude would put a vast strain on the amount of monies we have for living. The monies that we do receive are fixed. I implore you to reconsider such an increase.

Thank you

Sincerely,

Dorothy A. Mikuika

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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called [REDACTED] acknowledge receipt of opinion and explained docketing process.  
\*End of Comments\*

Date Completed: 2/5/2009

Opinion No. 2009 - 75357

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]