

ORIGINAL

COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



0000093592

ARIZONA CORPORATION COMMISSION

February 6, 2009

To: Docket Control

RE: Arizona – American Water Company Customer Comments
Docket Nos. W-01303A-08-0227 and SW-01303A-08-0227

Please docket the attached 30 customer comments in response to the above filed rate cases.

Customer comments can be reviewed in E-docket under these docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

FEB 06 2009

DOCKETED BY 

RECEIVED
2009 FEB -6 P 4:46
AZ CORP COMMISSION
DOCKET CONTROL

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75354

Date: 2/5/2009

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

First:

Last:

Complaint By: Richard

Potts

Account Name: Richard Potts

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

*** SUN CITY WEST WATER DISTRICT ***

Customer sent the following correspondence -

Feb 2, 2009

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

Ref Docket # SW-01303A-08-0227

I would like to express my outrage at even the thought of AZ-American Water Company's proposed rate increase for Sun City West. 79.95% increase is so far out I can't imagine what they were thinking. Surely they must know what's going on with the economy and people's investments, which many of us depend on for daily our daily bread.

I realize some increase is probably necessary, but come on, 79.95%.

Please consider a more realistic rate increase, maybe 10 or 15%.

Thank You

Richard Potts

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

[REDACTED]
Sun City West, Az.
85375

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following correspondence -

Dear Mr. Potts:

Your correspondence regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

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

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

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

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 2/5/2009

Opinion No. 2009 - 75354

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75352

Date: 2/5/2009

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

First:

Last:

Complaint By: Dale and Beverly

Ash

Account Name: Dale and Beverly Ash

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

*** SUN CITY WEST WATER DISTRICT ***

Customer sent the following correspondence -

February 2, 2009

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

Reference Docket #SW-01303A-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,

Dale and Beverly Ash
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following correspondence -

Dear Dale and Beverly:

Your correspondence regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

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

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

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

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 2/5/2009

Opinion No. 2009 - 75352

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75353

Date: 2/5/2009

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

Complaint By: **First:** Roderick and Sheila **Last:** Hindery

Account Name: Roderick and Sheila Hindery

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

*** SUN CITY WEST WATER DISTRICT ***

Customer sent the following correspondence -

Feb. 3, 2009

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

Re: Docket # SWO1303A 08-0227

We wish to add our voices to say that the recently proposed charge-rates for water are exorbitant..

Sincerely,

Roderick and Sheila Hindery

[REDACTED]
Sun City West, AZ 85375-6648

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following correspondence -

Dear Roderick and Sheila:

Your correspondence regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

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

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

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

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 2/5/2009

Opinion No. 2009 - 75353

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75355 Date: 2/5/2009

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

Complaint By: **Frank R. and Joan W. Burns**

Account Name: Frank R. and Joan Burns **Home:** (000) 000-0000

Street: [REDACTED] **Work:**

City: Sun City West **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:
***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

*** SUN CITY WEST WATER DISTRICT ***

Customer sent the following correspondence -

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,

Frank R. and Joan W. Burns
[REDACTED]
Sun City West. AZ 85375

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following correspondence -

Dear Frank and Joan:

Your correspondence regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

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

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

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

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 2/5/2009

Opinion No. 2009 - 75355

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75356

Date: 2/5/2009

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

Complaint By: **First:** Myrtle **Last:** Hernandez

Account Name: Myrtle Hernandez **Home:** (000) 000-0000

Street: [REDACTED] **Work:**

City: Sun City West **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

*** SUN CITY WEST WATER DISTRICT ***

Customer sent the following correspondence -

February 2, 2009

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

Reference Docket #SW-01303A-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,

Myrtle Hernandez
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following correspondence -

Dear Ms. Hernandez:

Your correspondence regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

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

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

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

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75356

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following correspondence -

Dear Mr. Kedzie:

Your correspondence regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

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

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

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

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75358

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75361

Date: 2/5/2009

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

Complaint By: **First:** Nina **Last:** Clark

Account Name: Nina Clark

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

*** SUN CITY WEST WATER DISTRICT ***

Customer sent the following correspondence -

February 2,2009

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

Reference Docket #SW-01303A-08-0227

To Whom Ity 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,

Nina Clark
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following correspondence -

Dear Ms. Clark:

Your correspondence regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

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

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

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

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75361

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75359

Date: 2/5/2009

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

Complaint By: **First:** George **Last:** Berscheid

Account Name: George Berscheid

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

*** SUN CITY WEST WATER DISTRICT ***

Customer sent the following correspondence -

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

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

Dear Sirs and Madams;

I am writing to protest the rate increase being proposed by Arizona American Water. It is absolutely ridiculous for this Company to be asking for such an enormous increase in rates! Do they not understand we are in tough economic times? Retired seniors, such as myself, are not able to absorb rate increases of this magnitude.

Please be judicious when reviewing this request.

Thank you,

George Berscheid

[REDACTED]
Sun City West, AZ

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

85375

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following correspondence -

Dear Mr. Berscheid:

Your correspondence regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

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

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

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

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75359

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75469

Date: 2/6/2009

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

Complaint By: **First:** Roberta **Last:** Keating

Account Name: Roberta Keating

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:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

*** SUN CITY WEST WATER DISTRICT ***

Received the following correspondence:

Arizona Water Corp. Commission
1200 W. Washington St.
Room1
Phoenix, AZ 85007

Dear Sirs:

I am writing in protest to Docket # SW-01303A-08-0227.
I am protesting the requested rate increase of 79.96 as ridiculously high.
Please rethink this rate increase.

Thank you,

Roberta Keating
[REDACTED]

Sun City West, AZ 85375

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I called customer to acknowledge the fact that we received her correspondence regarding his Opinion against the proposed rate increase by Arizona - American Water Company. I told customer that his Opinion would be entered into our database for the record and that the Opinion would be docketed so that the Commissioners would have an opportunity to read her concerns. FILE CLOSED.

I emailed this OPINION to Carmen Madrid@ ACC Phoenix Office to have this docketed towards ARIZONA-AMERICAN WATER DOCKET NO. SW-01303A-08-0227 and W-01303A-08-0227 (SUN CITY WEST WATER DISTRICT)

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75469

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75461

Date: 2/6/2009

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

Complaint By: **First:** Michael D **Last:** Byers

Account Name: Michael D Byers **Home:** (000) 000-0000

Street: [REDACTED] **Work:** (000) 000-0000

City: Sun City West **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

2/6/09 SUN CITY WEST WATER DISTRICT

4 FEB 2009

TO: AZ CORPORATION COMMISSION

FROM: MICHAEL D BYERS

[REDACTED]

RE: DOCKET # SW 01303A-08-0227

I AM Writing IN REGARDS TO THE EXTRAVAGRANT INCREASE THE AZ-AMERICAN WATER WISHES TO IMPOSE ON SENIOR CITIZENS OF SUN CITY WEST. IF THIS PERTAINS TO BUILDING INFRA STRUCTURE THEN LONG TERM BONDS IS THE ANSWER SO PAYOUT IS LONG TERM. WITH LOWER MONTHLY COST CUSTOMERS. If it's FOR JUST WATER ONLY---THIS IS JUST NOT REASONABLE MY CONCERN IS ALSO WITH WATER CHARGES GOING UP DO THE OTHER CHARGES GO UP PROPORTIONAL ALSO???? GROUNDWATER WITHDRAW FEE WASTE WATER CHARGE ARSEMC RECOVERY WATER USE TAX STATE TAX COUNTY TAX ANY OTHER TAX IF PASSED I THINK WE HAVE FOUND "LIQUID GOLD" IN AZ.

THANK YOU,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Michael D Byers
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/6/09 I left a detailed voice mail message for Mr. Byers. I advised him that his letter 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. CLOSED.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75461

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75456

Date: 2/6/2009

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

Complaint By: First: Paul Last: Greves

Account Name: Paul & Regina Greves

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

2/6/09 SUN CITY WEST WATER DISTRICT

Paul & Regina Greves
[REDACTED]

Arizona Corporation Commission February 4, 2009
1200 W. Washington Street Room #1
Phoenix, Arizona 85007

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

To The Arizona Corporation Commission:

This letter is written to address the proposed water rate increase before the Commission for consideration.

As we understand the rate increase that is proposed would increase our residential water rate approximately 79.96%.

I can not imagine in my wildest dreams bow the Arizona American Water Company could believe they could just it this ridiculously high rate increase.

I would be agreeable to a reasonable rate increase as a matter of conducting normal business but NOT 79.96%!!!

1 and my neighbors plan on attending the upcoming meeting to PROTEST this OUTRAGEOUS rate request

Please think about the little guy out here on a fixed income trying to just live in some small way.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

We can not afford this increase, which in our opinion is unjust and we look to the commission to protect our interests.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/6/09 I left a detailed voice mail message for Mr. Greves advising him that his letter 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. CLOSED.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75456

W-01303A-08-0227

SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75448

Date: 2/6/2009

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

Complaint By: **First:** Greg & Marcia **Last:** Klazura

Account Name: Greg & Marcia Klazura

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

2/6/09 SUN CITY WEST WATER DISTRICT

Tuesday, February 03, 2009

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

Docket # SW-01303A-08-0227

The proposed increase is not only ridiculous, it is insane. Whoever is on the board and coming up with this proposal should be fired immediately.

Be realistic. Have your expenditures increased by 79%? No, no no. Have our retirement incomes increased 79+%? No, no, no.

You must also realize that you are dealing with customers who are Mind, living on fixed income that barely cover their needs.

A far, far modest increase in the range of 5-7% is not only realistic, but also very generous. Please hear us. We reject your outrageous proposal. Please come down to earth!!!!!!

Greg & Marcia Klazura
[REDACTED]

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/6/09 I spoke with Ms. Marcia Klazura and advised her that their letter 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.

She thanked me for the call and appreciated the information. CLOSED.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75448

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2009 - 75442

Date: 2/6/2009

Complaint Description:

08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

C. Lamont

Wharton

Account Name:

C. Lamont Wharton

Home: (000) 000-0000

Street:

[REDACTED]

Work: [REDACTED]

City:

Sun City West

CBR: [REDACTED]

State:

AZ Zip: 85375

is: Cellular

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

2/6/09 SUN CITY WEST WATER DISTRICT

FROM THE DESK OF
C. L. AMONT WHARTON

[REDACTED]

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

Tuesday, February 03, 2009

RE: Docket# SW-01303A-08-0227 - Arizona/American's proposed 79.96% increase in residential water rates.

Dear Director of the Arizona Corporation Committee:

I hope that you are aware of something that principals of The Arizona American Water Company apparently are not - there is a crisis in the economy. The insanity of the proposed 80% increase in residential water rates is compounded by the incredible timing that coincides with the greatest economic crisis in America since 1929. For some reason those infamous words of Marie Antoinette, come to mind. When confronted with the fact that the peasants had no bread to eat, her reply was, "[Then] Let them eat cake." I can hear the CEO of the Arizona American Water Company now, saying, "Then, let them drink wine."

Ever watch the television series, American Greed? You know; the one that exposes those who receive bail-out money, my money, and use it for million-dollar personal office remakes or fifty-million dollar corporate jets. We are getting it from our federal government, our state governments, our banks, and those institutions that are granted monopolies in exchange for service to Americans. And not one of the perpetrators is held accountable?

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Seems they will do anything to try to bring about a revolution in this country.

I am well aware of their feelings of entitlement, these swashbuckling heroes of modern day piracy. The pirates of the Caribbean felt the same, I'm sure. You know the feeling, when they become members of the club, they are exempt from all laws and rules.

Here is my take on this another raid on my money; as an affected member of the Sun City West community, I hereby protest any government sanction of this ill-conceived, ill-timed, and seemingly corrupt move on the part of said water company.

C. (Charles) Lamont Wharton

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/06/09 I spoke with Mr. Wharton and advised him that his 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. He appreciated the call and information. CLOSED.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75442

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your letter 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.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75446

W- 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. 2009 75453

Date: 2/6/2009

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

Complaint By: **First:** Martin & Kathleen **Last:** Price

Account Name: Martin & Kathleen Price

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

February 3, 2009
Arizona Corporation Commission
1200 W. Washington Street Room 1
Phoenix, AZ 85007
Re: Docket #SW-01 303A-08-0227
Sirs1

This letter is in protest to the suggested rate increase by Arizona American Water. The increase of 80% to our current rate is way out of line. In a time where our economy is failing and so many individuals and families are struggling to make ends meet, we deem the requested hike increase to be very unreasonable. We ask that you limit Arizona American Water to a fair and equitable rate increase.

Martin and Kathleen Price
[REDACTED]

Sun City West, AZ 85375

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/6

Called customer and advised that comments would be made a part of the case and a copy sent to the Commissioners before a decision is rendered.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/6/2009

Opinion No. 2009 - 75453

W- 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. 2009 75454

Date: 2/6/2009

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

Complaint By: **First:** Gladys **Last:** Leach

Account Name: Gladys Leach

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

February 3, 2009
Arizona Corporation Commission
1200 W. Washington Street Room I
Phoenix, AZ 85007
Re: Docket #SW-01 303A-08-0227
Sirs1

This letter is in protest to the suggested rate increase by Arizona American Water. The increase of 80% to our current rate is way out of line. In a time where our economy is failing and so many individuals and families are struggling to make ends meet, we deem the requested hike increase to be very unreasonable. We ask that you limit Arizona American Water to a fair and equitable rate increase.

Martin and Kathleen Price

[REDACTED]
Sun City West, AZ 85375

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/6

Called customer and advised that comments would be made a part of the case and a copy sent to the Commissioners before a decision is rendered.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/6/2009

Opinion No. 2009 - 75454

W. 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. 2009 75455

Date: 2/6/2009

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

Complaint By: First: Dorothy & Jerome Last: Kasper

Account Name: Dorothy & Jerome Kasper

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

February 1, 2009

Arizona Corporation Commission

1200 W. Washington St. Room 1

Phoenix, AZ 85007

Re: Docket # SW-01303A-0g-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,

Dorothy & Jerome Kasper

[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/6

Called customer and advised that comments would be made a part of the case and a copy sent to the Commissioners before a decision is rendered.

End of Comments

Date Completed: 2/6/2009

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Opinion No. 2009 - 75455

W. 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. 2009 75457

Date: 2/6/2009

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

Complaint By: **First:** Ronert and Leah **Last:** Meyer

Account Name: Robert & Leah Meyer

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

Robert E. and Leah L. Meyer
[REDACTED]

Sun City West, AZ 85375

February 6, 2009

Arizona Corporation Commission

1200 W. Washington, Room I

Phoenix, AZ 85007

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

Gentlemen:

This letter is to advise you that we protest the proposed rate hike of 79.96% increase of dur residential water rate. This rate is ridiculously high for the people of this community who are mostly retired and on a fixed income.

Sincerely,

Robert E. Meyer

Leah L. Meyer

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/6

Called customer and advised that comments would be made a part of the case and a copy sent to the Commissioners before a decision is rendered.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/6/2009

Opinion No. 2009 - 75457

W. 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.** 2009 **75458** **Date:** 2/6/2009

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

Complaint By: **First:** Art & Beverly **Last:** Miller

Account Name: Art & Beverly Miller **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

ART & BEVERLY MILLER
[REDACTED]
SUN CITY WEST, AZ. 85375
February 2,2009
Arizona Corporation Commission
1200 W. Washington St Room 1
Phoenix, Arizona 85007
Reference Docket #SW-01303A-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,
Art & Beverly Miller
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/6
Called customer and advised that comments would be made a part of the case and a copy sent to the Commissioners before a decision is rendered.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/6/2009

Opinion No. 2009 - 75458

W-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. 2009 75460

Date: 2/6/2009

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

First:

Last:

Complaint By: Bob & Sharon

Bzdawka

Account Name: Bob & Sharon Bzdawka

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

February 3, 2009
Arizona Corporation Commission
1200 W. Washington Street Room I
Phoenix, AZ 85007
Re: Docket #SW-01303A-08-0227

Sirs,

Please do not allow the Arizona American Water Company to place an 80% increase to our water bills. This increase iserazyfl!!!!!!

Sincerely,

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/6

Called customer and advised that comments would be made a part of the case and a copy sent to the Commissioners before a decision is rendered.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75460

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED] 2

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 75462 Date: 2/6/2009

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

Complaint By: **First: Gene & Rae Last: Updegraff**

Account Name: Gene & Rae Updegraff **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:
2/6 DOCKET NO. W-01303A-08-0227 & SW-01303A-08-0227 SUN CITY WEST

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

Reference Docket #SW-01303A-08-0227

Gentlemen:

We are protesting the requested rate increase of \$79.96% in residential water rates in Sun City West.

How can you possibly justify such a ridiculously high increase?
We request a response from an authoritative person from the company.

Gene & Rae Updegraff
[REDACTED]
Sun City West, AZ 85375

February 4, 2009
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2/6

Contacted customer and advised that comments would be made a part of the case and provided to the Commissioners before a decision is rendered.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75462

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. 2009 75451

Date: 2/6/2009

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

Complaint By: **First:** Carol **Last:** Faudel

Account Name: Carol Faudel

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

Carol Faudel
[REDACTED]
Sun City West, AZ 85375

February 5, 2009
Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Re: Water Rate Increase Docket #SW-01303A-0843227

Dear Sir/Madam:
The proposed rate increase of 79.96% by The Arizona American Water Corporation is ludicrous.
A reasonable increase in the 2 -3% range would be more appropriate.
Sincerely,
Carol Faudel
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2/6
February 6, 2009

RE: ARIZONA AMERICAN WATER CO.

Dear Ms. Faudel :

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.

Sincerely,

Trish Meeter
Consumer Service Analyst
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75451

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 - 75399

Date: 2/5/2009

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

Complaint By: **First:** **Last:**
 Bob **Jones**

Account Name: Bob & Pat Jones

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

2/5/09 Received correspondence from customer.

SUN CITY WEST WATER DISTRICT

BOB & PAT JONES
[REDACTED]

February 2, 2009

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

Reference Docket #SW-01303A-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,

Bob & Pat Jones

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

2/6/09 Written response mailed to Mr. Jones

February 6, 2009

RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your letter 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.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75399

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your letter 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.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75421

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75424

Date: 2/6/2009

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

Complaint By: **First:** Ruby M **Last:** Shake

Account Name: Ruby M Shake

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

2/6/09 Received correspondence

SUN CITY WEST WATER DISTRICT

2-4-09

Dear Sirs;

Regarding Docket SW-01303A-08-0227

I'm protesting the outrageous request for a 79.9% increase in water rates! I'm on a fixed income and that is an outrageous increase.

Please reconsider
Thank you

Ruby M. Shake
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2/6/09 Written response mailed to customer.

February 6, 2009

RUBY M SHAKE


RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your letter 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.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75424

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75426

Date: 2/6/2009

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

Complaint By: First: Doris Last: Giesler

Account Name: Doris Giesler

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

2/6/09 Received correspondence from customer

SUN CITY WEST WATER DISTRICT

Feb. 2, 2009

Docket # SW-01303A-08-0227

Bryan & Doris Greslen
[REDACTED]

AZ Corp. Commission
1200 W. Washington
Phoenix, AZ 85007

To: AZ Corp Commission:

In our yard we have 2 apple trees, 2 peach trees, 3 orange, two pecan trees, and 1 Arizona Ash. All the water from these does not go into the sewer, but trickles down to sustain the water table.

Some places Arizona American has "deduct meters" that keep track of what goes in the ground and what goes in the sewer.

We pay high sewer fee. We are for fair play.

Sincerely,
Doris Greslen

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/6/09 Letter mailed to customer

February 6, 2009

DORIS GIESLER

RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your letter 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.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75426

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75428 **Date:** 2/6/2009

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

Complaint By: **First:** Stanley **Last:** Braff

Account Name: Stanley & Audrey Braff **Home:** (000) 000-0000

Street: [REDACTED] **Work:** (000) 000-0000

City: Sun City West **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

2/6/09 received correspondence

SUN CITY WEST WATER DISTRICT

February 2, 2009

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

Re: Docket # SW-U 1303A-08-0227
Arizona/Amen 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,

Stanley and Audrey Braff
[REDACTED]

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/6/09 Written response mailed to customer

February 6, 2009

STANLEY AND AUDERY BRAFF

RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your letter 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.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75428

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75429

Date: 2/6/2009

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

Complaint By: First: Fritz Last: Schab

Account Name: Fritz and Schab

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

2/6/09 Received correspondence

SUN CITY WEST WATER DISTRICT

Fritz and Marga Schab
[REDACTED]

February 3, 2009

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

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

I am writing to express my outrage and chagrin at a proposed water rate hike of nearly 80%. Such an increase is so far beyond reasonable and customary to constitute an abuse of power.

Many of the people affected by this proposed increase are senior citizens on fixed incomes, many of whom have already suffered significant losses in assets as a function of the current recession. None of our social security payments have ever been adjusted upward by 80% to compensate for an increase in cost of living expenses. No justification exists for a sudden, single 80% in rates.

Respectfully, reconsider the magnitude of the proposed increase in the context of the other residential service fees and costs.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Fritz and Marga Schab
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/6/09 Written response mail to the customer

February 6, 2009

Fritz and Marga Schab


RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your letter 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.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75429

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75430

Date: 2/6/2009

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

Complaint By: **First:** Carolyn **Last:** Sherris

Account Name: Carolyn & William Sherris

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

2/6/09 Received correspondence

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,

Carolyn & William Sherris
[REDACTED]

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/6/09 Written response mail to customer

February 6, 2009

Carolyn & William Sherris


RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your letter 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.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75430

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Michael Baltins & Patricia Baltins
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/6/09 Written response mail to the customer

February 6, 2009

Michael Baltins


RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your letter 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.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75434
