

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



0000093759

**ARIZONA CORPORATION COMMISSION**

February 13, 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 117 customer comments in response to the above filed rate case.

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

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission  
**DOCKETED**

**FEB 13 2009**

DOCKETED BY 

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

FEB 13 2 14 PM '09

RECEIVED



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

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

**Utilities' Response:**

**Investigator's Comments and Disposition:**

2/10/2009 - Docketed with Docket Control Center of Arizona Corporation Commission to be made part of the record. CLOSED  
\*End of Comments\*

**Date Completed: 2/10/2009**

**Opinion No. 2009 - 75714**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz      Phone: [REDACTED]      Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 76048      Date: 2/12/2009

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

Complaint By:      First: Richard      Last: Henderson

Account Name: Richard Henderson      Home: [REDACTED]

Street: [REDACTED]      Work:

City: Sun City West      CBR:

State: AZ      Zip: [REDACTED]      is: Other

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

REFERRED FROM CHAIRMAN MAYES OFFICE - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

Docket No. W-01303A-08-0227  
SW-01303A-08-0227

February 7, 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,

Richard Henderson  
[REDACTED]  
Sun City West, AZ [REDACTED]

\*End of Complaint\*

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

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

2/12/2009 - Left Message - Called customer and explained that my call is on behalf of Commissioner Mayes Office in regard to his letter opposing to the AAWC rate application. Advised the customer, that an opinion has been filed on his behalf and will be docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record and will be taken into consideration before a decision is rendered in this matter. Left my name and telephone number and welcomed the customer to call me should he have any questions related to this matter.

2/13/2009 - Docketed with the Docket Control. CLOSED  
\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 76048**

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

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

**Investigator:** Guadalupe Ortiz

**Phone:** ([REDACTED])

**Fax:** ([REDACTED])

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 75727** **Date: 2/10/2009**

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

**Complaint By:** **First:** Tom & Sheryl **Last:** Sullivan

**Account Name:** Tom & Sheryl Sullivan **Home:** ([REDACTED])

**Street:** ([REDACTED]) **Work:** ([REDACTED])

**City:** Sun City West **CBR:** ([REDACTED])

**State:** AZ **Zip:** ([REDACTED]) **is:** ([REDACTED])

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

**Division:** Water

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

**Nature of Complaint:**

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

RE: Docket No. W-01303-08-0227  
SW-01303A-08-0227

Date 9 Feb 09

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

Docket No. W-01 303A-08-0227 and SW-01 303A-08-2007

Dear Commissioners,

I (We) live in Sun City West, Arizona and am (are) (appalled, sickened, disgusted, choose a word or substitute one) by the ridiculously high rate increase requested by AZ/AM Water. I am (We are) retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I (We) and the entire country is in a financial mess. Your assistance will be greatly appreciated by me (us) and all of the residents in Sun City West.

Sincerely

Name(s) and Address

[REDACTED]

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

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

**Utilities' Response:**

**Investigator's Comments and Disposition:**

2/10/2009 - Docketed with Docket Control Center of Arizona Corporation Commission to be made part of the record. CLOSED  
\*End of Comments\*

**Date Completed: 2/10/2009**

**Opinion No. 2009 - 75727**

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

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

2/10/2009 - Docketed with Docket Control Center of Arizona Corporation Commission to be made part of the record. CLOSED

\*End of Comments\*

**Date Completed: 2/10/2009**

**Opinion No. 2009 - 75719**

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75718

Date: 2/10/2009

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

First:

Last:

Complaint By: John I. & Catherine E. Draves

Account Name: John I. & Catherine E. Draves

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 8 [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED] 6197

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

RE: Docket No. W-01303-08-0227  
SW-01303A-08-0227

February 9, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are concerned by the high rate increase requested by AZ/AM Water. We are retired on a fixed income and feel the increase of 79.96% in water rates is exorbitant.

Please protect us by drastically lowering the rate increase you allow AZ/AM Water. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in financial stress. Your assistance will be greatly appreciated by residents in Sun City West. Thank you.

Sincerely,

John I. Draves and Catherine E. Draves

[REDACTED]  
Sun City West, AZ [REDACTED]

\*End of Complaint\*

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

2/10/2009 - Docketed with Docket Control Center of Arizona Corporation Commission to be made part of the record. CLOSED

\*End of Comments\*

**Date Completed: 2/10/2009**

**Opinion No. 2009 - 75718**

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 75715**

**Date:** 2/10/2009

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

**Complaint By:** **First:** Kathleen **Last:** Livingston

**Account Name:** Kathleen Livingston

**Home:** [REDACTED]

**Street:** [REDACTED] ve

**Work:**

**City:** Sun City West

**CBR:**

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

**is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

RE: Docket No. W-01303-08-0227  
SW-01303A-08-0227

February 9, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am writing to protest the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and feel this extra increase of 79.96% in water rates is exorbitant.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. AZ/Am Water is asking for a 500% increase in operating income at a time when financial conditions are tentative in many homes. Your assistance will be greatly appreciated in preventing the excessive increase in water rates for all of the residents in Sun City West.

Sincerely

Kathleen Livingston

[REDACTED]  
Sun City West, AZ [REDACTED]

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

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\*End of Complaint\*

**Utilities' Response:**

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**Investigator's Comments and Disposition:**

2/10/2009 - Docketed with Docket Control Center of Arizona Corporation Commission to be made part of the record. CLOSED

\*End of Comments\*

**Date Completed: 2/10/2009**

**Opinion No. 2009 - 75715**

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**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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I am a voter and not beholdng to anyone.

Bob Kelling

[REDACTED]  
Sun City West, AZ 8

Phone: [REDACTED] email: [REDACTED]

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

2/10/2009 - Docketed with Docket Control Center of Arizona Corporation Commission to be made part of the record. CLOSED

\*End of Comments\*

**Date Completed: 2/10/2009**

**Opinion No. 2009 - 75713**

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 - 75699

Date: 2/10/2009

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

Complaint By: First: Albert Last: Melton

Account Name: Albert Melton

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

RE: Docket No. W-01303-08-0227  
SW-01303A-08-0227

February 4, 2009

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

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

Please let it be known that I am protesting Arizona/American's proposed 79.96% increase in residential water rates. The rate increase requested is ridiculously high.

Albert L Melton  
Acct #23-0036532-3  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

2/10/2009 - Docketed with Docket Control Center of Arizona Corporation Commission to be made part of the record. CLOSED

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 2/10/2009

Opinion No. 2009 - 75699

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

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

2/10/2009 - Docketed with Docket Control Center of Arizona Corporation Commission to be made part of the record. CLOSED

\*End of Comments\*

**Date Completed: 2/10/2009**

**Opinion No. 2009 - 75689**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz      Phone: [REDACTED]      Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009 - 75722      Date: 2/10/2009

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

Complaint By:      First: Fred E.      Last: Wright

Account Name: Fred E. Wright      Home: [REDACTED]

Street: [REDACTED]      Work:

City: Sun City West      CBR:

State: AZ      Zip: [REDACTED]      is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]      Contact Phone: [REDACTED] 7

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

RE: Docket No. W-01303-08-0227  
SW-01303A-08-0227

February 9, 2009

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

Ref: Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Commissioners,

I am a resident of Sun City West, Arizona and am writing to let you know that I feel the proposed water rate increase requested by AZ/AM Water is way out of line. Being retired and on a fixed income is one reason I am protesting, but no matter, an increase of 79.96% in water rates is exorbitantly over the top, regardless of income.

I am asking your help in this matter. Please do not allow AZ/AM Water to raise the rate by the amount they have indicated. Asking for a 500% increase at a time when the entire country is in a financial crisis is not at all reasonable. Your assistance will be greatly appreciated by all of the residents in Sun City West, I am sure they feel as strongly about this as I do.

Sincerely,

Fred E. Wright

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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[REDACTED]  
Sun City West, AZ  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

2/10/2009 - Docketed with Docket Control Center of Arizona Corporation Commission to be made part of the record. CLOSED

\*End of Comments\*

**Date Completed: 2/10/2009**

**Opinion No. 2009 - 75722**

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

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

Investigator: Guadalupe Ortiz

Phone: ([REDACTED])

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 - 75725

Date: 2/10/2009

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

Complaint By: First: Robert J. Last: Floeder

Account Name: Robert J. Floeder Home: [REDACTED]

Street: [REDACTED] Work:

City: Sun City West CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

RE: Docket No. W-01303-08-0227  
SW-01303A-08-0227

Robert J. Floeder  
[REDACTED]  
Sun City West, AZ [REDACTED]

February 9, 2009

Arizona Corporation Commission  
1200 W Washington ST. Room 1  
Phoenix, Az 85077

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

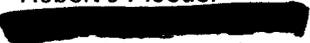
I live in Sun City West, Arizona and am appalled by the ridiculously high rate increase requested by AZ/Am Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when I and the entire country is in a financial mess. Your assistance will be greatly appreciated by me and all of the residents of Sun City West.

Sincerely

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Robert J Floeder  


\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

2/10/2009 - Docketed with Docket Control Center of Arizona Corporation Commission to be made part of the record. CLOSED

\*End of Comments\*

**Date Completed:** 2/10/2009

**Opinion No.** 2009 - 75725

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**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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Docketed the Opinion received from customers.

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I emailed this OPINION to Guadalupe Ortiz @ ACC Phoenix Office to have this docketed towards ARIZONA-AMERICAN WATER DOCKET NO. SW-01303A-08-0227 and W-01303A-08-0227 FILE CLOSED.  
\*End of Comments\*

**Date Completed: 2/10/2009**

**Opinion No. 2009 - 75670**

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SW-01303A-08-0227

W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

**Investigator:** Richard Martinez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 75888**

**Date:** 2/12/2009

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

**Complaint By:** **First:** Myrna **Last:** Thielmann

**Account Name:** Myrna Thielmann

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Sun City West

**CBR:**

**State:** AZ

**Zip:** [REDACTED]

**is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

(SUN CITY WEST WATER DISTRICT)  
DOCKET NOS. SW-01303A-08-0227 and W-01303A-08-0227

February 9, 2009

Arizona Corporation Commission  
1200 W. Washington St., Room 11  
Phoenix, AZ 85007

Docket No. W01303A-08-0227 and SW-01303A-08-0227

Dear Commissioners,

I live in Sun City West, Arizona and am appalled by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you grant in AZ/Am Water. The company is asking for a 500% increase in operating income at a time when everyone is experiencing financial stress. Your assistance will be greatly appreciated all residents in Sun City West.

Sincerely,

Myrna Thielmann

[REDACTED]  
Sun City West, AZ [REDACTED]

\*End of Complaint\*

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

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**Utilities' Response:**

NA

\*End of Response\*

**Investigator's Comments and Disposition:**

I emailed this OPINION to Guadalupe Ortiz @ ACC Phoenix Office to have this docketed towards ARIZONA-AMERICAN WATER - DOCKET NO. SW-01303A-08-0227 and W-01303A-08-0227. FILE CLOSED.

\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 75888**

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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 - 75898**

**Date:** 2/12/2009

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

**Complaint By:** **First:** Lyle and Cathrine **Last:** Chaffee

**Account Name:** Lyle and Cathrine Chaffee

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Sun City West

**CBR:**

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

**is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

(SUN CITY WEST WATER DISTRICT)  
DOCKET NO. SW-01303A-08-0227 and W-01303A-08-0227

February 9, 2009

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

Docket No. W01303A-08-0227 and SW-01303A-08-0227

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow in AZ/Am Water to have. AZ?Am Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

Lyle and Catherine Chaffee

[REDACTED]  
Sun City West, AZ [REDACTED]

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

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\*End of Complaint\*

**Utilities' Response:**

NA

\*End of Response\*

**Investigator's Comments and Disposition:**

I emailed this OPINION to Guadalupe Ortiz @ ACC Phoenix Office to have this docketed towards ARIZONA-AMERICAN WATER -DOCKET NO. SW-01303A-08-0227 and W-01303A-08-0227. FILE CLOSED

\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 75898**

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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 - 75940      **Date:** 2/12/2009

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

**Complaint By:**      **First:** John R.      **Last:** Kauzlaric

**Account Name:** John R. Kauzlaric      **Home:** ([REDACTED])

**Street:** ([REDACTED])      **Work:**

**City:** Sun City West      **CBR:**

**State:** AZ      **Zip:** ([REDACTED])      **is:**

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

**Division:** Water

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

**Nature of Complaint:**

SUN CITY WEST WATER DISTRICT  
Docket No W 01303A-08-0227 / SW 01303A-08-0227

February 09, 2009

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

Dear Commissioners:

I live in Sun City West, Arizona and am appealed by the ridiculously high rate increase requested by Arizona American Water Co. I am retired on a fixed income and even an increase of 79.96% in water rates will be a burden.

Please protect me by drastically slashing the rate increase you allow Arizona American Water to have. They are asking for a 500% increase in operating income at a time when the entire country is in a financial mess. Your assistance will be greatly appreciated by me and all the residents of Sun City West.

Sincerely,

John R. Kauzlaric  
[REDACTED]  
Sun City West, AZ [REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

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

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**Investigator's Comments and Disposition:**

I emailed this OPINION to Guadalupe Ortiz @ ACC Phoenix Office to have this docketed towards ARIZONA-AMERICAN WATER -DOCKET NO. SW-01303A-08-0227 and W-01303A-08-0227. FILE CLOSED.

\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 75940**

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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 - 75966**

**Date:** 2/12/2009

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

**First:**

**Last:**

**Complaint By:** Larry D. & Corrine M. Schwenk

**Account Name:** Larry D. & Corrine M. Schwenk

**Home:** [REDACTED]

**Street:** [REDACTED] r.

**Work:**

**City:** Sun City West

**CBR:**

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

**is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

(SUN CITY WEST WATER DISTRICT)  
Docket Nos. W-01303A-08-0227 and SW-01303A-08-0227

Dear Commissioners,

We live in Sun City West, Arizona and are very concerned by the extremely high rate increase requested by AZ/AM Water. We are retired and do not have the ability to develop extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you grant AZ/Am Water. The company is asking for a 500% Increase in operating income at a time when everyone is experiencing financial stress. Your assistance will be greatly appreciated all residents in Sun City West.

Sincerely,

Larry D. and Corrine M. Schwenk

[REDACTED]  
Sun City West AZ

\*End of Complaint\*

**Utilities' Response:**

na

\*End of Response\*

**Investigator's Comments and Disposition:**

I emailed this OPINION to Guadalupe Ortiz @ ACC Phoenix Office to have this docketed towards ARIZONA-AMERICAN WATER - DOCKET NO. SW-01303A-08-0227 and W-01303A-08-0227. FILE CLOSED.

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 2/12/2009

Opinion No. 2009 - 75966

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75866

Date: 2/12/2009

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

Complaint By: First: Melvin Last: Roselman

Account Name: Melvin Roselman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED] 7

Nature of Complaint:

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

Received the following e-mailed letter:

February 9, 2009

Melvin Roselman

[REDACTED]  
Sun City West, AZ [REDACTED]

Phone: N/A

Name of Utility: Arizona-American  
Docket Nos. W-01303A-08-0227/SW-01303A-08-0227  
Rate Increase

My name is Melvin Roselman, reside at [REDACTED]. I moved here in July 1997 and have weathered many rate increases in utilities, but at this time in my life at 87 and losses in our next egg (38%) I really cannot afford many more. The arsenic increase was a good amount, but some how other utilities have also raised their rates - would not a 10% increase be enough?

Respectfully,

Melvin Roselman

P.S. My wife agrees with me!!!  
\*End of Complaint\*

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

I e-mailed Lupe Ortiz @ ACC Phoenix Office to please have this OPINION placed in the appropriate stack and have this docketed towards docket nos. Arizona-American Docket Nos. W-01303A-08-0227/SW-01303A-08-0227

rate Increase File closed.

\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 75866**

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W.01303A-08-0227

SW.01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 76043

Date: 2/12/2009

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

First:

Last:

Complaint By: Stephen and Cheryl Body

Account Name: Stephen and Cheryl Body

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ

Zip: [REDACTED]

is: Other

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED (AAWC - AGUA FRIA WATER DISTRICT):

Docket No. W-01303A-08-0227  
SW-01303A-08-0227

We are greatly alarmed by the stupefying rate increase being requested by Arizona- American Water Co. We are retired, our savings have been devastated by the recession, and we live on a fixed income. We simply cannot afford an 86 percent increase in water rates (or even 59 percent, as we understand was recommend by RUCO), especially considering quality of service will not improve. No utility should be allowed to let things get so out of hand that it requires such a massive increase all at once. And in today's economic climate, everyone is being required to make do with less; private utility companies should be no different. We urge you in the strongest possible terms to drastically reduce any increase you allow Arizona-American Water, or at least phase it in gradually so home budgets might have a chance to absorb such an increase.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

EMAIL TO CUSTOMER:

Dear Stephen and Cheryl Body,

Your email sent to Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Arizona American Water Company ("AAWC") for approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision

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

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is rendered in the AAWC rate case.

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

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at 602-542-2406 or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
(602) 542-2406

CLOSED

\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 76043**

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

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 76029**

**Date:** 2/12/2009

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

**Complaint By:** **First:** Marcia **Last:** Seldner

**Account Name:** Marcia Seldner

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Sun City West

**CBR:**

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

**is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

Docket No. W-01303A-08-0227  
SW-01303A-08-0227

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

Docket No. W-01 303A-08-0227 and SW-01 303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled, by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I and the entire country is in a financial mess. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely,

Marcia Seidner

[REDACTED]  
Monday, February 09, 2009 AOL: Marseidn

\*End of Complaint\*

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

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record.

CLOSED

\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 76029**

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

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

**Investigator:** Guadalupe Ortiz      **Phone:** [REDACTED]      **Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 76023**      **Date:** 2/12/2009

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

**Complaint By:**      **First:** M/M William      **Last:** Barringer

**Account Name:** M/M William Barringer      **Home:** [REDACTED]

**Street:** [REDACTED]      **Work:**

**City:** Sun City West      **CBR:**

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

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

**Division:** Water

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

**Nature of Complaint:**

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

Docket No. W-01303A-08-0227  
SW-01303A-08-0227

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. AZIAm Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely

MIM William Barringer  
[REDACTED]

\*End of Complaint\*

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

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record.

CLOSED

\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 76023**

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

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2009 - 76020

**Date:** 2/12/2009

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

**Complaint By:** **Ernie L. & Catherine Schultz**

**Account Name:** Ernie L. & Catherine Schultz

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Sun City West

**CBR:**

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

**is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

Docket No. W-01303A-08-0227  
SW-01303A-08-0227

February 9, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled and disgusted, by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

Ernie L. Schultz and Catherine Schultz  
\*End of Complaint\*

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

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record.

CLOSED

\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 76020**

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (6 [REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2009 - 76014

Date: 2/12/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

Complaint By:

First:

Lorraine

Last:

Litrenti

Account Name:

Lorraine Litrenti

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Sun City West

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

Docket No. W-01303A-08-0227

SW-01303A-08-0227

February 9, 2009

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

Docket No, W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners:

We live in Sun City West, AZ and we are sickened, by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water. AZ/AM Water is asking for a 500% increase in operating income at a time when we, and the entire country, are in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerley,

Lorraine Litrenti

\*End of Complaint\*

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

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record.

CLOSED

\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 76014**

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

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

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 76010**

**Date:** 2/12/2009

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

**Complaint By:** **First:** Evelyn D. **Last:** Dolins

**Account Name:** Evelyn D. Dolins

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Sun City West

**CBR:**

**State:** AZ

**Zip:** [REDACTED]

**is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

Docket No. W-01303A-08-0227  
SW-01303A-08-0227

Docket No. W-01303A-08-0227 and SW-U 1303A-08-2007

Dear Commissioners,

I (We) live in Sun City West, Arizona and am (are) (appalled, sickened, disgusted, choose a word or substitute one) by the ridiculously high rate increase requested by AZ/AM Water. I am (We are) retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I (We) and the entire country is in a financial mess. Your assistance will be greatly appreciated by me (us) and all of the residents in Sun City West.

Sincerely,

Name(s) and Address

Evelyn D. Dolins

[REDACTED]  
Sun City west, Az  
\*End of Complaint

**Utilities' Response:**

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

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**Investigator's Comments and Disposition:**

Docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record.

CLOSED

\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 76010**

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W-01303A-08-0227

SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75996

Date: 2/12/2009

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

Complaint By: First: Paul and Gretchen Last: Phillips

Account Name: Paul and Gretchen Phillips

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

Docket No. W-01303A-08-0227  
SW-01303A-08-0227

[REDACTED]  
Sun City West, AZ [REDACTED]

February 9, 2009

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

Docket No. W-01 303A-08-0227 and SW-01 303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are disgusted by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when we and the entire country are in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

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

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Paul and Gretchen Phillips  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record.  
CLOSED  
\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 75996**

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2009 - 75992

Date: 2/12/2009

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

First:

Last:

Complaint By:

Dale and Karla

Bjorge

Account Name:

Dale and Karla Bjorge

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Sun City West

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

Docket No. W-01303A-08-0227  
SW-01303A-08-0227

February 9, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when We and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

Dale and Karla

[REDACTED]  
Sun City West, A [REDACTED]

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

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record.

CLOSED

\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 75992**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75988

Date: 2/12/2009

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

Complaint By: First: Phyllis Last: Craig

Account Name: Phyllis Craig

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

Docket No. W-01303A-08-0227  
SW-01303A-08-0227

February 9, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I, a widow, live in Sun City West, Arizona and am astounded by the unrealistic high rate increase requested by AZ/AM Water. I am not only retired, but due to the economic crisis in our nation, have now lost income from the Mutual Funds. I live on Social Security and need help from my son whose income has dropped to half of what it used to be. There just isn't any extra income to meet the proposed exorbitant increase of 79.96% in water rates.

Please help me, and countless others, by soundly reducing the rate increase you allow AZ/Am Water to have. It seems as if the utility companies are never denied the unreasonable rate increases they petition for.

Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely

Phyllis C. Craig

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Sun City West, AZ [REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record.  
CLOSED  
\*End of Comments\*

**Date Completed:** 2/12/2009

**Opinion No.** 2009 - 75988

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75983

Date: 2/12/2009

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

First:

Last:

Complaint By: Richard J & Carolyn Kotnour

Account Name: Richard J. & Carolyn Kotnour

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

Docket No. W-01303A-08-0227  
SW-01303A-08-0227

14331 W. Yukon Drive  
Sun City West, AZ 85375

Feb. 9, 2009

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

RE: Docket No. W-01303A-08-0227  
Docket No. SW-01 303A-08-2007

Dear Commissioners:

Arizona American Water Company (AZ-AM) has requested a rate increase of 79.96 percent for the Sun City West Water District. This is an unconscionable hike in water rates because AZ-AM is seeking for a 500 percent increase in operating income at a time when the country is experiencing an economic downturn unprecedented since the Great Depression.

Also, most residents of Sun City West are retired, living on fixed incomes. Such an exorbitant rate increase will pose financial hardship for those of us who have no extra income to pay for such a huge increase.

We appeal to the Commission to strongly consider the negative impact of a 79.96 percent boost in water rates

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

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on us and all residents of Sun City West, and to drastically reduce the rate increase requested by AZ-AM.

Sincerely,

Richard J. Kotnour Carolyn Kotnour

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record.

CLOSED

\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 75983**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75979

Date: 2/12/2009

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

Complaint By: First: Don and Sue Last: Mellen

Account Name: Don and Sue Mellen

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - SCW WATER DISTRICT):

Docket No. W-01303A-08-0227  
SW-01303A-08-0227

02/09/09

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

Docket No. W-01 303A-08-0227 and SW-O1 303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are disgusted by the ridiculously high rate increase requested by AZ/AM Water. We are retired, on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when we and the entire country are in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Don and Sue Mellen

[REDACTED]  
Sun City West, AZ [REDACTED]

\*End of Complaint\*

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record.

CLOSED

\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 75979**

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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 75670**

**Date:** 2/10/2009

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

**Complaint By:** **Lowell & Gloria Peterson**

**Account Name:** Lowell & Gloria Peterson

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Sun City West

**CBR:**

**State:** AZ

**Zip:** [REDACTED]

**is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

(SUN CITY WEST WATER DISTRICT)  
DOCKET NO. SW-01303A-08-0227 and W-01303A-08-0227

[REDACTED]  
Sun City West, AZ  
January 31, 2009

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

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

We were frankly shocked by the amount of the requested rate increase for water submitted by AZAWC. We hope that reason will prevail and this increase will be whittled down to a reasonable size by careful inspection.

Respectfully,

Lowell E. Peterson  
Gloria I. Peterson  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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Docketed the Opinion received from customers.

\*\*\*\*\*

I emailed this OPINION to Guadalupe Ortiz @ ACC Phoenix Office to have this docketed towards ARIZONA-AMERICAN WATER DOCKET NO. SW-01303A-08-0227 and W-01303A-08-0227 FILE CLOSED.

\*End of Comments\*

**Date Completed: 2/10/2009**

**Opinion No. 2009 - 75670**

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

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

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 76321**

**Date:** 2/13/2009

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

**First:** **Last:**

**Complaint By:** William C and Kathy A Adams

**Account Name:** William C and Kathy Adams

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

**Street:** [REDACTED]

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

**City:** Sun City West

**CBR:** [REDACTED]

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

**is:** E-Mail

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

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*REFERRED FROM COMMISSIONER NEWMAN'S OFFICE\*\*\*\*\*

From: William Adams [mailto:[REDACTED]]  
Sent: Monday, February 09, 2009 11:17 AM  
To: Newman-Web  
Subject: Water Rate Change AZ/Am Water

Arizona Corporation Commission Feb 9,2009  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are a retired couple living on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when the entire country is in a financial mess and no end is sight for this downturn. The company needs to be cutting operating expenses at a time like this. We just received our COLA increase from Social Security for 2009 and that was 5.8%. So you can see, this rate increase cannot work for us.

Since there is no transparency with this company for us to review, we are depending on you to do the due diligence for us. We hope you make the right decision.

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

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Your assistance will be greatly appreciated by all of the residents in Sun City West.

Sincerely

William C and Kathy A Adams

████████████████████  
Sun City West, Arizona 85375

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and docket in W-01303A-08-0227 and SW-01303A-08-0227. closed

\*End of Comments\*

**Date Completed: 2/13/2009**

**Opinion No. 2009 - 76321**

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

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

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 76314**

**Date:** 2/13/2009

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

**Complaint By:** **First:** Kathy **Last:** Laird

**Account Name:** Kathy Laird

**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:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

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

SEWER ONLY !

Flat rate fee is outrageous!! House was empty during this period. What a rip off!! And they want a 40% increase?

Get real!!

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket No. W-01303A-08-0227 and SW-01303A-08-0227. closed

\*End of Comments\*

**Date Completed:** 2/13/2009

**Opinion No. 2009 - 76314**

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 - 75953**      **Date:** 2/12/2009

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

**Complaint By:**      **First:** Mafalda      **Last:** Barone

**Account Name:** Mafalda Barone      **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:** [REDACTED]      **Contact Phone:** [REDACTED]

**Nature of Complaint:**

SUN CITY WEST WATER DISTRICT  
Docket No W 01303A-08-0227 / SW 01303A-08-0227

February 09, 2009

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

Dear Commissioners:

I live in Sun City West, Arizona and am appealed by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow ArZ/AM Water to have. AZ/AM is asking for a 500% increase in operating income at a time when I, and the entire country, is in a deep financial mess. Your assistance will be greatly appreciated by me and all the residents of Sun City West.

Sincerely,

Mafalda Barone  
[REDACTED]  
Sun City West, AZ 85375  
\*End of Complaint\*

**Utilities' Response:**

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

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na

\*End of Response\*

**Investigator's Comments and Disposition:**

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. FILE CLOSED.

\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 75953**

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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 76087**

**Date:** 2/12/2009

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

**First:**

**Last:**

**Complaint By:** Lance and Barbara Janaskie

**Account Name:** Lance and Barbara Janaskie

**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:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Docket No. W-01303A-08-0227  
SW-01303A-08-0227

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

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. AZIAM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely

Lance and Barbara Janaskie

[REDACTED]  
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:

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. FILE CLOSED.

\*End of Comments\*

Date Completed: 2/12/2009

Opinion No. 2009 - 76087

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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 76097

Date: 2/12/2009

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

First:

Last:

Complaint By: Duane and Carol Meemken

Account Name: Duane and Carol Meemken

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: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

SUN CITY WEST WATER DISTRICT  
Docket Nos W 01303A-08-0227 / SW 01303A-08-0227

Feb. 09, 2009  
Arizona Corp. Commission  
1200 W. Washington St., Rm. 1  
Phoenix, AZ. 85007

Dear Commissioners,

We live in Sun City West, AZ. and are sickened by the high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96%, 59% or an ridiculously high increase in water rates. Everything we need is increasing and our income isn't. We are cutting corners already to try and survive this down-turn in our economy. We would appreciate you looking into and adjusting downward the percentage the water company is asking. It also seems the water company is jumping all over the place in asking different increases in other communities. Maybe it is time to look into just what they are doing, such as, wage increase, bonuses and alike. Can they, as we all are looking into cutting some fat from there operation?

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

Duane and Carol Meemken

[REDACTED]  
Sun City West, AZ 85375

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

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I emailed this OPINION to Guadalupe Ortiz @ ACC Phoenix Office to have this docketed towards ARIZONA-AMERICAN WATER -DOCKET NO. SW-01303A-08-0227 and W-01303A-08-0227. FILE CLOSED.

\*End of Comments\*

**Date Completed: 2/12/2009**

**Opinion No. 2009 - 76097**

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

Pielock  
12719 W Ballad Dr  
SCW, AZ 85375  
PHOE  
12 FEB

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We are part of the Stardusters Condominium Association of Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

Eleonore Pielock

February 10, 2009

Address: 12719 W Ballad Drive

Sun City West, AZ 85375

Date 2-11-09

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I (We) live in Sun City West, Arizona and am (are) (appalled, sickened, disgusted, choose a word or substitute one) by the ridiculously high rate increase requested by AZ/AM Water. I am (We are) retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I (We) and the entire country is in a financial mess. Your assistance will be greatly appreciated by me(us) and all of the residents in Sun City West.

Sincerely *Marjorie A. Ponder*

Name(s) and Address

**P** Marjorie Ponder  
13333 W Desert Glen Dr.  
Sun City West, AZ 85375

Date February 10, 2009

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

**Jane Ruesch**  
**16118 W Greystone Dr**  
**Sun City West AZ 85375-6594**

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled by the ridiculously high rate increase requested by AZ/AM Water. I am retired and do not have extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when the entire country is in a financial mess. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely,



Jane Ruesch  
16118 W. Greystone Drive  
Sun City West, AZ 85375

Date Feb. 11, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I (We) live in Sun City West, Arizona and am (are) (appalled, sickened, disgusted, choose a word or substitute one) by the ridiculously high rate increase requested by AZ/AM Water. I am (We are) retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I (We) and the entire country is in a financial mess. Your assistance will be greatly appreciated by me(us) and all of the residents in Sun City West.

Sincerely

Name(s) and Address

Robert L. Cross  
Harriet Cross

No address

2/9/2009

Date 2-10-09

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



Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I (We) live in Sun City West, Arizona and am (are) (appalled, sickened, disgusted, choose a word or substitute one) by the ridiculously high rate increase requested by AZ/AM Water. I am (We are) retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I (We) and the entire country is in a financial mess. Your assistance will be greatly appreciated by me(us) and all of the residents in Sun City West.

Sincerely

A handwritten signature in cursive script that reads "Otto Bangemann".

Name(s) and Address

13743 Whispering Oaks Drive  
Sun City West, AZ 85375

2/10/2009

February 10, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are sickened by the ridiculously high rate increase requested by AZ/AM Water. We are retired and on a fixed income and do not have the extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country are in a financial mess. Your assistance will be greatly appreciated by us and all the residents in Sun City West.

Sincerely,  
Ron Marie Bressler  
Ralph R. Bressler

13903 Pavilion Dr.  
Sun City West, AZ. 85375

# Arizona Corporation Commission Public Comment Form

## Step 1

*This form should be used for public comments pertaining to a specific pending case only. Please be sure to reference the appropriate docket number so your comments are filed in the docket promptly. Please use the Consumers Services Assistance Form for complaints, inquiries or general inquiries.*

YOUR NAME <b>Steve and Barbara Cornell</b>	DATE <b>2/10/2009</b>
ADDRESS, CITY, STATE AND ZIP <b>13207 W. Mesa Verde Dr</b>	YOUR PHONE NUMBER <b>(623) 584-1800</b>
DOCKET YOU WISH TO COMMENT ON: <b>W-01303A-08-0227 &amp; SW-01-303A-08-2007</b>	DOCKET NUMBER <b>W-01303A-08-0227</b>
CASE OR UTILITY NAME <b>Arizona American Water</b>	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
YOUR E-MAIL ADDRESS <b>bcscz@msn.com</b>	

## Step 3

ENTER YOUR COMMENTS HERE:

**We want to register a complaint against the exorbitant raise of 79.96% put forth by this water company. You should not allow it.**

*If you need additional space for your comments, please use the continuation page below.*

## Step 4

*This form may be completed electronically, printed and mailed to:*  
**Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.  
 Phoenix, Arizona 85007;**

or

*You may e-mail it as an attachment to:*  
[mailmaster@azcc.gov](mailto:mailmaster@azcc.gov)

Feb. 12, 2009

Arizona Corp. Commission  
1200 N. Washington St. Rm 1  
Phoenix, Az. 85007

Docket No. W-01303A-08-0227  
and SW-01303A-08-2007

Dear Commissioners

I live in Sun City West and am appalled by the ridiculously high rate increase requested by Az/Water. I am alone & retired on a fixed income & do not have any extra income to pay an increase of 79.96% in water rates.

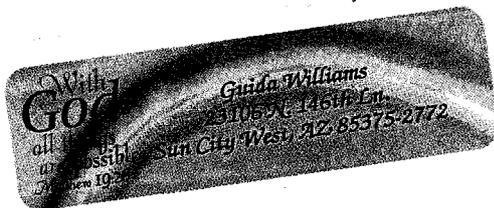
Please protect us by drastically slashing the rate increase you allow Az/Water to have. Az/Water is asking for a 500% increase in operating income at a time when I & the entire Country is in a financial mess. Your assistance will be greatly appreciated by me and all the residents in A.C.W.

Sincerely

Guida Williams

23106 N. 146<sup>th</sup> Lane

A.C.W., Az. 85375



February 9, 2009

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

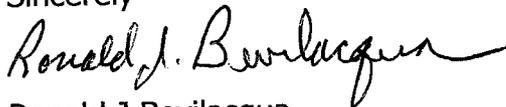
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

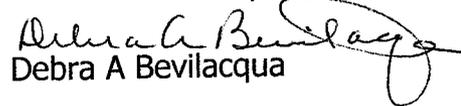
We have a home in Sun City West, Arizona and we are appalled and outraged by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely



Ronald J Bevilacqua



Debra A Bevilacqua

21603 N 148 Dr

Sun City West, AZ 85375

Douglas and Grace Crammer  
13935 W Summerstar Drive  
Sun City West, AZ 85375  
February 11, 2009

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

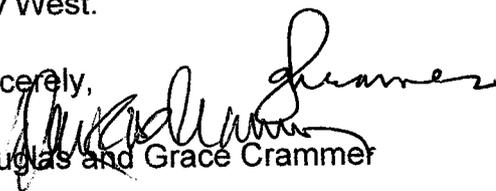
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when We and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

  
Douglas and Grace Crammer

February 12, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled, by the ridiculously high rate increase requested by Arizona American Water. I am retired on a fixed income and do not have any extra funds to pay an increase of 79.96% in water rates.

Please protect me by drastically slashing the rate increase you allow Arizona American Water. Arizona American Water is asking for a 500% increase in operating income at a time when I and the entire country is in financial crises. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely,



Donna Owen Kniss  
13704 W Via Tercero  
Sun City West, AZ 85375

February 12, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled, by the ridiculously high rate increase requested by Arizona American Water. I am retired on a fixed income and do not have any extra funds to pay an increase of 79.96% in water rates.

Please protect me by drastically slashing the rate increase you allow Arizona American Water. Arizona American Water is asking for a 500% increase in operating income at a time when I and the entire country is in financial crises. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely,



Richard Kniss  
13704 W Via Tercero  
Sun City West, AZ 85375

Robert D. Weber  
19430 N. 142nd Drive  
Sun City West, AZ 85375

Phone: 623-584-0747  
E-mail: bobsun@mindspring.com

February 11, 2009

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

Dear Commission Members:

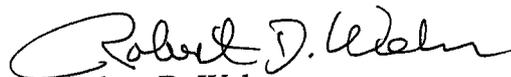
Re: Docket No. W-01303A-08-0227 and SW-01303A-08-2007

My examination of the proposals by the **Arizona-American Water Co. [AAWC]**, as set forth in its current *Application for Rate Relief* in the above referenced Dockets, suggest that, if such proposals are approved by the Commission, they will contribute significantly to the already high utilities expenses being incurred by residents of Sun City West. I recognize the importance of fair property evaluation, reasonable return on investment, and realistic operating expense allowances for the Applicant. I also appreciate the intensive analysis and evaluation performed by the Commission and its staff in all rate cases. It is vital, however, that any decisions reached by the Commission give full weight to the cost and quality of service to AAWC's customers.

The rate increases proposed by AAWC would cause hardship to many of its customers, particularly those who are retired and, like myself, living on income which has failed to keep pace with inflation over the years since retirement. Provision of water and related services to AAWC customers is vital. While most of us have initiated rigorous conservation practices, there are limits to what we can do if we are to maintain a safe and healthy quality of life.

I urge the Commission, to consider — to the fullest — the impact of unreasonable rate increases on those of us who are already struggling to cope with the difficult economic challenges we now face in our retirement years.

Respectively yours,

  
Robert D. Weber

February 9, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and certainly do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

Leroy and Betty Kirtley  
15336 W Robertson Dr.  
Sun City West, AZ 85375

*Leroy & Kirtley*  
*Betty J. Kirtley*

February 11, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are certainly taken back by the very high rate increase requested by AZ/AM Water. We are retired living on a fixed income and as such it will be difficult to come up with extra income to pay for an increase of 79.96% in water rates.

Please protect us by drastically reducing the rate increase you allow AZ/AM Water. AZ/AM Water is asking for a 500% increase in operating income at a time we and the entire country are in a financial crisis. Your assistance will be greatly appreciated by us and all the residents in Sun City West.

Yours truly,

*Edwin C. Brandt, Jr.*  
*Laura H. Brandt*

Edwin C. Brandt, Jr.  
Laura H. Brandt

ED AND LAURA BRANDT  
15104 W. SENTINEL DR.  
SUN CITY WEST, AZ 85375

*Association of Condominiums & Homeowners  
Sun City West, AZ*

February 12, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

As Chairman of the ASSOCIATION OF CONDOMINIUMS AND HOMEOWNERS of Sun City West, a community with 104 Home Owner Associations, I would like to express our members deep concern with the near 80% proposed increase in our water rates. A cost increase of this magnitude would be devastating to our members and their unit owners.

Please use your regulatory authority to drastically reduce the AZWAC proposal to a reasonable level.

Sincerely,



Shannon E. Bowers, Chairman

Assn of Condominiums &  
Homeowners  
13815 Camino Del Sol  
Sun City West, AZ 85375

February 11, 2009

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

Docket No. W-01303A-08-0227 & SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are disgusted by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess.

Your assistance will be greatly appreciated by us and all of the residents of Sun City West.

Sincerely,

A handwritten signature in cursive script, appearing to read "Jim & Dianne Cochran". The signature is written in black ink and is positioned above the typed name.

Jim & Dianne Cochran  
12402 W. Eveningside Dr.  
Sun City West, AZ 85375

February 11, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am disgusted by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay for this kind of increase (79.96%) in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. They are asking for a 500% increase in operating income at a time when the entire country is in a financial mess. Your assistance will be greatly appreciated by me and all the residents in Sun City West.

Sincerely,

A handwritten signature in cursive script that reads "Anita J. Lindquist".

Anita J. Lindquist  
13655 W. White Rock Drive  
Sun City West, AZ 85375

February 11, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when I and the entire country are in a financial mess. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely,



Phyllis B. Jarboe  
14302 Sky Hawk Drive  
Sun City West, AZ 85375-5900

02-12-0

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

Commissioners,

**PROPOSED WATER RATE INCREASE FOR SUN CITY WEST**

I live in Sun City West AZ. Your job is to help protect us from greed. This proposed increase in water rates is off scale. Nothing has changed that would justify any increase in water rates. Interest rates are down, fuel cost are down, labor costs are flat, and our usage has not changed. NO RATE INCREASE IS JUSTIFY- PERIOD.



MAX R NORTH  
18027 N 135 Dr..  
Sun City West AZ 85375

Committee for Reasonable Water Rate meets --- and needs your help!

The Committee for Reasonable Water Rate Increase met on Thursday February 5, 2009 at PORA. The complete report by RUCO, the Residential Utility Consumer Office, was received prior to the meeting. The report formed the basis for RUCO's recommendation for a 59% rate increase in the Sun City West Water District. RUCO's recommendation was particularly troubling because the purpose of RUCO is to protect the utility customers. The Committee considers RUCO's recommendation exorbitant and will strive to influence the ACC, the Arizona Corporate Commission, to lower it.

The Committee continues to exhort residents to write letters to the ACC, protesting the requested high rate increase. A sample letter has been developed and is shown below. Just copy the letter and paste it into any word or text processor. Then change it any way that you would like.

Sample Letter:

Date 2-11-09

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I (~~We~~) live in Sun City West, Arizona and am (~~am~~) (appalled, sickened, disgusted, choose a word or substitute one) by the ridiculously high rate increase requested by AZ/AM Water. I am (~~We are~~) retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. Az/AM Water is asking for a 500% increase in operating income at a time when I (~~We~~) and the entire country is in a financial mess. Your assistance will be greatly appreciated by me(~~us~~) and all of the residents in Sun City West.

Sincerely,

Name(s) and Address

Dorothy Latrell  
14123 - W. Yosemite  
Sun City West, AZ.  
85375

Dorothy Latrell  
14123 W. Yosemite Dr.  
Sun City West, AZ 85375

13047 West Foxfire Drive  
Sun City West, Arizona 85375-5030  
February 12, 2009

Arizona Corporation Commission  
1200 West Washington Street, Room 1  
Phoenix, Arizona 85007

RE: **Docket No. W-01303A-08-0227 and SW-01303A-08-2007**

Dear Commissioners:

I live in Sun City West, Arizona; I am appalled by the unconscionably high rate increase requested by Arizona American Water Company. I am particularly incensed at the Residential Utility Consumer Affairs approval of the 59% rate increased fees in the Sun City West Water District. These folks job is to protect the utility customers not climb in bed with the utility at the customer expense.

I am retired and I have been for thirteen years. I do not get nice pay raises each year to help offset the likes of this ridiculously high rate increase. This requested rate increase is exorbitant. The company (AZ AM Water Co.) should be taken out behind the woodshed and spanked, and the members of the Residential Utility Consumer Affairs should be fired.

Our country is in a terrible state of financial disrepair. No one can afford extra costs to an already stressed budget. I implore you to drastically reduce this rate increase. Further, I request that you not nickel and dime us to death every six months to a year to allow this ultimate highway robbery by this utility to go into effect.

All of us in Sun City West appreciate your assistance in this matter. We need your yelp, not another rough push toward the loss of our home and destitution.

Sincerely,

  
John B. Nicol

Feb. 9, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are very upset and concerned with the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when We and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

*Cher & Pete*

Cher & Ralph Petersen  
15703 W Ballad Dr.  
SCW, Az. 85375

623- 546-8082

Feb. 10. 2009

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007  
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when the entire country is in a financial mess. This request suggests gross mismanagement and reflects extreme arrogance. Your assistance will be greatly appreciated by the residents in Sun City West.

Sincerely,



Gary W. Anderson

14147 W. Pennystone Dr.  
Sun City West, AZ

February 10, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are awestruck by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please give careful thought to any rate increase you allow AZ/Am Water. Az/Am Water is asking for a 500% increase in operating income at a time when, we and the entire country are in a financial mess. Your assistance will be greatly appreciated by us, and all of the residents in Sun City West.

Sincerely,

*Gordon Pylypiak*  
*Irene Pylypiak*

Gordon & Irene Pylypiak  
20406 N Meadowood Dr  
Sun City West, AZ 85375

**HAROLD AND JANET REED  
P.O. BOX 5342  
SUN CITY WEST, AZ 85376**

**February 10, 2009**

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

**Docket No. W-01303A-08-0227 and SW-01303A-08-2007**

**Dear Commissioners:**

**We live in Sun City West, Arizona, and are disgusted by the ridiculously high rate increase requested by Arizona American Water Company. We are retired, live on a fixed income and do not have any extra income to pay an increase of 79.96% in our water rates.**

**Please protect us by drastically slashing the rate increase you allow Arizona American Water Company to have. Arizona American Water Company is asking for a 500% increase in operating income at a time when we and the entire country are in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.**

**Sincerely,**

*Gerlinda Hrozek  
Rosti Hrozek*

**(Name(s))**

*Gerlinda Hrozek  
Rosti Hrozek*

*13226 W. Hardwood Dr.*

**Street Address**

February 10, 2008

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

Subject: Arizona-American Water Co.  
Docket No. W-01303A-0227  
and SW-01303A-2007

Dear Commissioners,

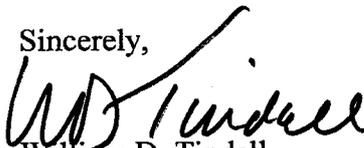
As a resident of Sun City West, Arizona I am appalled at the deplorable water rate increase requested by the Arizona-American Water co. To request an almost 80% increase in water rates is absurd, especially at this time when everybody is struggling financially. It is already difficult to meet expenses and this type of unreasonable, uncaring and selfish request simply adds to an already difficult situation. If the Arizona-American Water Co. is so set on increasing operating revenue/profits, they should do what all other companies are doing - cut expenses, improve management and operate more efficiently. Gouging their customers with totally unreasonable increases is wrong.

With all due respect to the Commissioners, knowing that you have a difficult task, I earnestly request you take the necessary action to deny this absurd request by the water company.

Your assistance in this matter will be very much appreciated.

Thank you.

Sincerely,

  
William D. Tindall  
Sun City West AZ

W. D. TINDALL  
14313 CIRCLE RIDGE DR.  
SUN CITY WEST AZ 85375

February 9, 2009  
Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007  
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water.

AZ/Am Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely

*Roger Biser*      *Mary Biser*

Roger and Mary Biser  
21403 Palm Desert Dr.

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We are part of the Stardusters Condominium Association of Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

  
Melvin Davich  
February 10, 2009

Address: 12805 BALLAD DR - SUN CITY WEST.

Sun City West, AZ 85375

M. Davich  
12805 W. Ballad Dr.  
Sun City West, AZ 85375-1810

February 12,2009

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

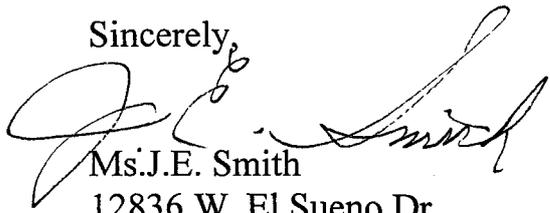
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I am a resident of Sun City West, and am thoroughly disgusted and sickened by the ridiculously high rate increase requested by Arizona American Water. I am a retired citizen and on a fixed income. There are no extra monies to pay for an increase of 79.96% in water rates. This is unreal.

Please protect us by drastically slashing the rate increase you allow Arizona American Water to have. They are asking for a 500% increase in operating income at a time when our Country is in a financial crisis of its own. Your assistance will be greatly appreciated by me and all the residents in Sun City West.

Sincerely,

A handwritten signature in cursive script, appearing to read "J.E. Smith", written in black ink.

Ms.J.E. Smith  
12836 W. El Sueno Dr  
Sun City West, Arizona 85375

February 15, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

An increase of 79.96% in water rates at a time when so many of us are faced with losing our entire savings because of what is happening right now, is unconscionable to say the least.

Az/Am Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. We live in Sun City West, and like many others seniors here, live on our Social Security, and are not wealthy by any means. It is almost beyond belief that this exorbitant rate increase can even be considered. It brings to mind all those companies asking for "bail out" money; and everyone knows what those companies have done with all their extra cash.

Please protect us by not allowing this horrific rate increase. It makes me wonder if by asking for such an unbelievable rate increase, that we, the people, will feel lucky if they only get a 50% increase. We, and all of the residents of Sun City West would appreciate your assistance in keeping this from becoming a reality.

Sincerely,

Jack and Isabel Kimball  
13007 W. Castlebar Drive  
Sun City West, AZ 85375

February 10, 2009

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

Docket No. W-01303-A08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and am disgusted, by the ridiculously high rate increase requested by AZ/Am Water. We are retired on a fixed income and do not have any extra income to pay an increase of a huge 79.96% in water rates.

Please protect us in the raising of the rates, especially at this time when the country is in such a financial mess.

Someday you and other fellow workers will get OLD and be on a fixed income.

Your assistance will be greatly appreciated by us and all of the Sun City West residents.

Sincerely,

Mr. Donald R. Bergstrom  
20003 N 124th Dr  
Sun City West, AZ 85375

February 12, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Sirs:

My wife and I live in Sun City West, Az and are shocked by the proposal from AZ/AM Water for an alarming one-step increase in water rates. We both are retirees on a fixed income and would find it difficult to cope with an increase of nearly sixty-percent. With your efforts, we hope such a precipitous jump in rates can be stopped.

Sincerely,

*Ed & Sue Shafter*

Ed and Sue Shafter  
12440 W Toreador Dr.  
Sun City West, Az 85375

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We are part of the Stardusters Condominium Association of Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

Alvin L. Swock February 10, 2009

Address: 12809 W. BALLAD DR.

Sun City West, AZ 85375

Mr. Alvin L. Swock  
12809 Ballad Dr.  
Sun City West, Az 85375

February 9, 2009

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

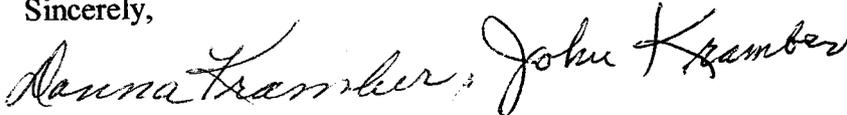
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners:

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/Am Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.9% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. AZ/Am Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

A handwritten signature in cursive script that reads "Donna Kramber, John Kramber". The signature is written in dark ink and is positioned below the word "Sincerely,".

Donna and John Kramber  
14821 W. Tomahawk Way  
Sun City West, AZ 85375

13047 West Foxfire Drive  
Sun City West, Arizona 85375  
February 12, 2009

Arizona Corporation Commission  
1200 West Washington Street, Room 1  
Phoenix, Arizona 85007

RE: Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners:

I live in Sun City West, Arizona and I am appalled by the horrible and ridiculous rate increase that has been requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates. These bad economic times have depleted what retirement/savings I accumulated over the years. This rate increase will be devastating to those of us in Sun City West.

Please do something to protect us by drastically reducing the unconscionable rate increase you allow AZ/AM Water to have. This rate they are asking is a 500% increase in operating income – how you can even think of allowing this is unbelievable. We are all in financial trouble and what they are doing to us is terrible.

Please do something. Your assistance will be greatly appreciated by all of the residents in Sun City West.

Sincerely,



Barbara C. Nicol

February 11, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled and disgusted by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect me and others by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I and the entire country are in a financial mess. Your assistance will be greatly appreciated by each of us and all of the residents in Sun City West.

Sincerely,

A handwritten signature in cursive script that reads "Barbara K. Waddell". The signature is written in black ink and is positioned above the typed name.

Barbara K. Waddell

15106 W. Corral Dr.

Sun City West, Az. 85375

623-975-1781

**FEBRUARY 11, 2009**

**ARIZONA CORPORATION COMMISSION  
1200 W. WASHINGTON ST.-ROOM 1  
PHOENIX, ARIZONA 85007**

**RE: DOCKET #w-01303A-08-0227 AND SW-01303A-  
08-2007**

**DEAR COMMISSIONER**

**MY SISTER AND I LIVE IN SUN CITY WEST, ARIZONA, AND  
WE ARE APPALLED BY THE RIDICULOUSLY HIGH RATE OF  
INCREASE REQUESTED BY AZIAM WATER. WE ARE  
RETIRED AND ON FIXED INCOMES AND DO NOT HAVE ANY  
EXTRA INCOME TO PAY THE INCREASE OF 79.967% IN  
WATER.**

**PLEASE PROTECT US BY DRASTICALLY SLASHING THE  
RATE INCREASE YOU'VE ALLOWED AZIAM WATER. THIS IS  
A 500% INCREASE OPERATING INCOME AT A TIME WHEN  
WE AND THE ENTIRE COUNTRY IS IN A BIND.**

**YOUR ASSISTANCE WILL BE GRATLY APPRECIATED BY ALL  
OF THE RESIDENTS OF SUN CITY WEST.**

**SINCERELY,**



**NORMA FOSTER AND  
J.SHANNON HANDLER  
13014 W. JADESTONE DR.  
SUN CITY WEST AZ 85375**

GAYLE R. KERR

15321 W. Greystone Dr  
Sun City West ,Az. 85375  
Phone 623-584-9701

February 12, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners

I live in Sun City West, Arizona and I am upset by the ridiculously high rate increase requested by the AZ/Am Water. I am retired on a fixed income and do not have any extra income to pay an of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you AZ/AM Water to have. The AZ/AM Water is asking for a 500% increase in operating income at a time when I and the entire country is in a financial mess.

Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely,



Gayle R. Kerr

2/9/09

Arizona Corporation Commission

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am disgusted by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income (in fact my employer filed bankruptcy and the PBGC took over my pension with a 60% DECREASE) and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for an exorbitant increase in operating income at a time when our families and the entire country is in a financial mess. Your assistance will be greatly appreciated by me, as well as all of the Sun City West residents.

Sincerely,

A handwritten signature in cursive script, appearing to read "Tim Everhart". The signature is written in black ink and is positioned above the typed name and address.

Tim Everhart  
12923 W. Paintbrush Dr.  
Sun City West, AZ 85375

**Pieter A. Vos and Harriet M. Vos**  
**22708 N. Las Vegas Dr.**  
**Sun City West, AZ 85375**

February 9, 2009

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

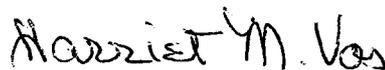
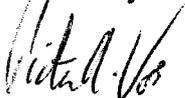
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are amazed and appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country are in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely



Pieter A. Vos and Harriet M. Vos

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

2/10/09

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

To ACC Commissioners,

We live in Sun City West, Arizona, and are really stunned by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay this 80 % increase in water rates, plus all the rate increase requests for all other utilities that will undoubtedly follow if you allow this.

Requesting an increase of an exorbitant 500% for operating income is absolutely ridiculous and should trigger an investigation, and full exposure, of any deficiencies of any sort, found in the operation and bookkeeping of the requesting entity. Ask yourself, how is it possible for any supposedly well run company to need an increase of 500% to just stay in business? What constitutes operating income"? Could it be that exorbitant salaries and bonuses are part of their obvious problem? Exactly what problems exist that could be solved in-house without increasing costs to water customers?

Do you suppose that if you asked for an increase of 500% to your income or I asked for a 500% increase of my retiree fixed income that you or I would be even listened to?

Please realize that you are our only protection from this travesty. If you allow this increase or anything approaching it, we will have only the alternatives of paying from our already stretched thin incomes or moving out of area. Water is an absolute necessity for life, but then so is food, medicine, and protection from the elements. I don't see any 500% increase in my future income nor any way to eliminate any of our absolute necessities.

We count on your protection. Your assistance will be greatly appreciated by all of us in Sun City West.

Sincerely,



Dale and Charlotte Webster  
13238 W Copperstone Drive  
Sun City West, AZ 85375

February 9, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired, on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us) and all of the residents in Sun City West.

Sincerely,



Thomas and Jean Christiansen  
15429 W. Robertson Drive  
Sun City West

February 10, 2009

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

RE: Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and I am very, very upset at the outrageous high rate increase requested by AZ/AM Water. I am on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when the entire country is in a financial nightmare like never before, including myself.

Sincerely,



Linda Brzycki  
13277 W Countryside Drive  
SCW, AZ 85375

February 12, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are a retired couple on a fixed income and do not have the resources or extra monies laying around to pay an increase of 79.96% in water rates.

We are asking that you please protect us by drastically slashing the rate increase you have allowed AZ/AM to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country are in a financial crisis. Your attention and assistance to this matter in a timely manner will be greatly appreciated by us and all of the residents of Sun City West.

Sincerely,

Don and Eva Fenne  
13023 W LaTerraza Dr  
Sun City West, AZ 85375



Mr. Dennis G. Ryan  
13364 E 55th Ln.  
Yuma, AZ 85367

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

Ref: Rate Application of Far West Water & Sewer Company 13157 E. 44th Street  
Yuma, AZ 85367  
Docket No. WS-03478A-08=0454

**Background:**

The Schechert family ( owners of Far West Water and Sewer) are also the owners of H & S Development, several golf courses, and the owners of a major portion of the undeveloped land located within the service area of the Far West Water & Sewer. The H & S Development Company is and has been developing more land that will require the services of Far West Water & Sewer. This land development is ongoing and therefore compounding the problem of the capacity of the present facilities.

Approximately 3 years ago, without any advance notice, Far West Water & Sewer required that all land owners using their services be required to pay a minimum monthly fee equal to the standard monthly usage fee.

This payment for non-usage doubled the yearly cost for those that spend less than 12 months a year in the Yuma area. These " Snowbirds " are not given the opportunity of having their Far West services discontinued with no monthly charges for the length of time that those services are not needed.

/

Notes that I think should be addressed prior to any increases:

1. Is it standard practice for home owners within a service area to be required to supplement the building of additional facilities for the use of new developments or are these new developments required to pay their own way through increased costs of land or impact fees imposed at the time of building?
2. Have moratoriums been placed and/or rescinded without proper allowance for the increased costs needed to upgrade the water and sewer systems?
3. Has Far West Water & Sewer been required to meet the latest existing standards for water and sewer output prior to approving new developments or other projects in their service area?
4. If a rate increase is approved will the homeowners be required to pay the rate fee increase for each of the 12 months of the year, even though they are not using these services all the time or will they be able to have their water and sewer shut off and turned back on with a minimum established fee?

Comments:

1. The company, Far West Water & Sewer, states in part " That the requested increase is do to improvements ordered by the Arizona Department of Environmental Quality." Did the company knowingly exceed the capacity of the old system. if so who's fault is it that the system is failing ( the company's or the homeowner's ) and who should pay for any needed improvements?
2. When are we going to draw the line in the sand for those company's ( I.E. Citibank, AIG, Far West Water & Sewer, etc) that through their mismanagement, oversight or greed want existing taxpayer's/homeowner's to pay for their company's errors.
3. A modest, not an excessive rate increase may be required, but not one that exceeds the cost of living index for the Yuma region. Far West Water & Sewer is requesting a 218% increase over 3 years without a time limit for when their wish list will expire. Will this be an increase that will never be removed?

Best Wishes,  
2/9/2009

A handwritten signature in cursive script, appearing to read "Dennis G. M.", written in black ink.

SUB : WATER RATE RAISE

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Get realistic please ! I get a 2% raise every three years.  
People are starving, losing homes Etc.  
Can you get it to the realm !

John Hubble  
15141 w. Corral dr.  
Sun City West, AZ

John Hubble  
Lisa Hubble

February 10, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled at and annoyed by the ridiculously high rate increase requested by AZ/AM Water. I am retired; living on a modest fixed income and will not be able to pay an increase of 79.96% in water rates. My yard has a large number of old (and new) shade trees planted over the years to help keep the cost of air conditioning down. With the proposed water rate increase, I will no longer be able to irrigate these trees and will have to let them die. When that happens I will also be unable to afford to have them all removed regardless of any homeowner association rulings. I suspect others will have the same difficulties. This once beautiful community will eventually look like South Phoenix or parts of El Mirage.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water. Az/Am Water is asking for a 500% increase in operating income at a time when we are in the midst of the worst economic recession since the depression. I hope that you will be able to bring some common sense to bear on this problem. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely,



B. Dianne Conaway  
12631 W. Crystal Lake Drive  
Sun City West, AZ 85375

---

20812 N. 149<sup>th</sup> Drive  
Sun City West, AZ 85375

11 February 2009

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

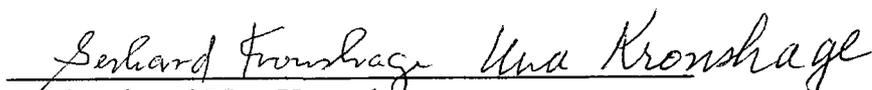
Docket Nos. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

As retirees living on a fixed income in Sun City West, Arizona, we are appalled at the excessive rate increase requested by AZ/AM Water. Our retirement income does not keep up with inflation, and there is no way we can afford an increase of 79.96% in water rates.

We urge you to protect us by drastically slashing the rate increase you allow AZ/Am Water to impose. At a time when the entire country (and indeed the world) is reeling from financial problems, Az/Am Water is asking for a 500% increase in operating income. We and all the residents of Sun City West would greatly appreciate your assistance in this matter.

Sincerely,

  
Gerhard and Una Kronshage

February 10, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled, sickened, disgusted, by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely

Art and Mary Mc Clinton  
13811 Pecos Lane  
Sun City West, AZ 85375

*Art Mc Clinton*  
*Mary McClinton*

February 12, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are disheartened by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and this is a continuation of a series of rate increases by AZ/AM Water which we feel is too high.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial downturn. We feel that the function of the AZ Corporation Commission function to oversee huge rate increases for its constituency. We certainly would appreciate your help in this matter.

Sincerely,

*Richard + Ellie Tasker*

Richard and Ellie Tasker  
12739 W. Crystal Lake Drive  
Sun City West, AZ 85375  
tasker623@cox.net

February 9, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled and disgusted by the ridiculously high rate increase requested by AZ/AM Water. I am elderly and retired on a fixed income and do not have ANY extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when I, and the entire country, is in a deep financial mess. Your assistance will be greatly appreciated by myself and ALL of the residents in Sun City West.

Sincerely,

*Mary M. Abeyta*  
14317 W Circle Ridge Dr  
Sun City West, AZ 85375

Ms, Mary Abeyta  
14317 W. Circle Ridge Drive  
Sun City West, AZ 85475

February 10, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, AZ and I am sickened by the ridiculously high rate increase requested by AZ/AM Water Co. I am retired on a fixed income (which is going down fast) and do not have any extra income to pay for an increase of 79.96% in water rates.

Please protect us by drastically cutting this rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when I, as well as the entire country is in a financial mess. Your assistance will be greatly appreciated by me and the other residents in Sun City West.

Sincerely,

A handwritten signature in cursive script that reads "Ruth U. Friesenborg". The signature is written in dark ink and is positioned above the typed name and address.

Ruth U. Friesenborg  
15130 W. Ganado Dr.  
Sun City West, AZ 85375

12437 W Eveningside Dr.  
Sun City West, AZ 85375-1937

February 9, 2009

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

Docket No. W-01303A-08-0227 and SW 01303A-08-2007

Dear Commissioners,

As a resident of Sun City West I am unhappy about the ridiculous high rate increase requested by AZ/AM Water. I am retired, living on a fixed income and can't afford an increase of 79.96% in water rates.

Please protect us by slashing the rate increase you allow AZ/AM Water to have. They are asking for a 500% increase in operating income at a time when I and the entire country is in a financial mess. Your assistance will be greatly appreciated by me and all the people in Sun City West.  
Thank you.

Sincerely,



Fern Plumhoff  
12437 W Eveningside Dr.  
Sun City West, AZ 85375

Feb 12, 2009  
Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are disgusted by the ridiculously high rate increase requested by AZ/AM Water. This high rate increase is totally too much and way out of line !!! This increase is unfair to our community and highway robbery from us who are forced to use our water from them, which, by the way, tastes terrible, so in addition we have to pay to have it filtered. Our incomes in our senior community have been reduced and at our age have no opportunity to increase our incomes. If AZ/AM continue to keep raising unrealistic rates they will force us to sell and move away.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. They MUST reduce their operating expense to get in line with the national crisis that we all are facing. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely

Joan and Carl McDanold  
22604 N Mazatlan Dr  
Sun City West, AZ.

*Joan B. McDanold*  
*Carl W. Danold*

14634 W Arzon Way  
Sun City West, AZ 85375  
February 11, 2009

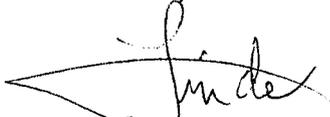
Arizona Corporation Commission  
1200 W Washington St., Room 1  
Phoenix, AZ 85007

Dear Commissioners:

As a resident of Sun City West, Arizona, I am extremely apprehensive about the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income, as are the majority of residents here. Especially in today's economy, any extra income is nonexistent, particularly to apply to an increase of 79.96% in water rates.

Please give serious consideration to drastically slashing the rate increase you allow AZ/AM Water, as they are requesting a 500% increase in operating income at a time when our entire country is in a financial meltdown. Your attention to our apprehension will be greatly appreciated by all of the residents in Sun City West.

Sincerely,



Linda Ferguson

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

FEB 10, 09

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We are part of the Stardusters Condominium Association of Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

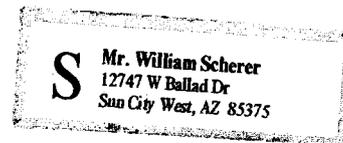
Sincerely,

William E. Scherer

February 10, 2009

Address: 12747 W BALLAD DR.

Sun City West, AZ 85375



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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We are part of the Stardusters Condominium Association of Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,



February 10, 2009

Address: 12723 W Ballad Dr Sun City West AZ 85375

Sun City West, AZ 85375

Bud & Lou Burgess  
12723 W Ballad Dr.  
Sun City West AZ 85375

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We are part of the Stardusters Condominium Association of Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

February 10, 2009

Betty Laughman

Address - 12727 Ballad Dr.

Sun City West, AZ 85375

Bud & Lou Burgess  
12723 W Ballad Dr.  
Sun City West AZ 85375

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We are part of the Stardusters Condominium Association of Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

*Pauline B. Mello*

February 10, 2009

Address: *12375 Ballard Dr.*

Sun City West, AZ 85375

Untitled

**THOMAS & ANITA HENKE  
17402 NORTH 124TH DRIVE  
SUN CITY WEST, AZ. 85375**

**February 11, 2009**

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

**Docket No. W-01303A-08-0227 and SW-01303A-08-2007**

**Dear Commissioners,**

**We live in Sun City West, Arizona and find the request of a high increase for our water needs, to be appalling.**

**The Congress of the United States, would not let the credit companies and banks to increase rates this high.**

**Why would you as a commission even consider a request or think of approving a 79.96% rate increase?**

**We as SCW residents are on a income that is at a fixed rate. The economy as it is in a depressed state, and**

**our net worth is going down on a daily basis. and we cannot go out and get employment, in this job market.**

**Please, We need your help, in not granting a 500% increase to the AZ/AM water Co. We can understand that**

**a small increase might be needed for the water, But nothing even close to their request.**

**Thanking you in advance for your consideration of this matter,**

**Sincerely:**

*Thomas W. Henke*  
*Anita J. Henke*

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

February 11, 2009

Dear Commissioners,

The pending request by the AZ/AM Water Company can only be described as exorbitant. We all recognize that costs for utilities are on the rise, but we believe that their request is beyond reason. We would appreciate your help in approving a rate increase that is substantially below their request and at that same time will provide funding for their reasonable operating requirements.

Sincerely;



Leonard W. Atwill



Barbara O. Atwill  
13725 W. Parada Drive  
Sun City West, Arizona

2/10/09

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

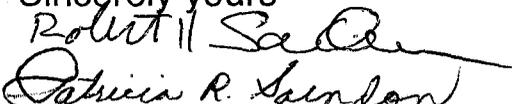
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled, sickened, disgusted, and shocked by the ridiculously high rate increase requested by Arizona American Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow Arizona American Water to have. Arizona American Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely yours

  
Robert and Patricia Saindon  
22104 N Baja Dr  
Sun City West, AZ

14634 W Arzon Way  
Sun City West, AZ 85375  
February 11, 2009

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

Dear Commissioners:

As a resident of Sun City West, Arizona I am very concerned about the ridiculously high rate increase requested by AZ/AM Water. As a retiree on a fixed income, along with the majority of residents here, the ability to afford an increase of 79.96% in water rates is nearly impossible.

Please give your serious attention to drastically slashing the rate increase you allow AZ/AM Water, as they are requesting a 500% increase in operating income at a time when our entire country is in financial meltdown. Your attention to our concerns will be greatly appreciated by all of the residents in Sun City West.

Sincerely,



Linda L. Wilmeth

Date 2-12-09

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I and the entire country is in a financial mess. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely

Charles T. Johnson  
22609 N Dusty Trail  
SCW az 85375

 Charles T. Johnson  
22609 N Dusty Trail Blvd  
Sun City West, AZ 85375-2010

February 11, 2009

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

Docket No. W-01303A-08-0227 and SW 01303A-08-2007

Dear Commissioners:

We live in Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water! We are retired on a fixed income and do not have any extra income to pay an increase of **79.96%** in water rates!

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a **500%** increase in operating income at a time when we and the entire Country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

Charles Hirth  
Charles Hirth

Marilyn Hirth  
Marilyn Hirth

2510 W. Castle Rock Drive  
Sun City West, AZ 85375

Date 11feb2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We have lived in Sun City West Arizona and been taxpayers for the past 17 years. Arizona American Water is our area water/sewer company. Arizona American Water is requesting Arizona Corporation Commission approve a large rate increase to be assessed their customers/Arizona taxpayers.

Inflation results in moderate business expense increases and must be passed to customers via moderate rate increases.

Large business expenses as a result of major up-grades due to expansion or equipment replacement needs to be funded by means other than rate increase such as bonds etc.

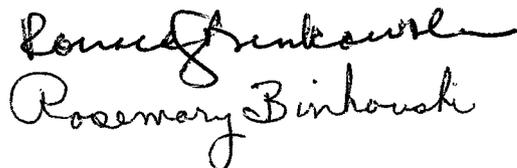
Arizona Corporation Commission investigation will determine validity of Arizona American Water request.

Arizona American Water proposal includes a Sun City West customer rate increase that is substantially larger than neighboring communities. Neighboring community's although participants/beneficiaries of the entire system are assessed substantially smaller portions of the requested rate increase.

Please protect Sun City West taxpayers so that all Arizona American Water customers equally share Commissioner approved rate increase.

Sincerely

Ronald/Rosemary Binkowski

The block contains two handwritten signatures in cursive. The top signature is for Ronald Binkowski and the bottom signature is for Rosemary Binkowski.

14238 W. Sky Hawk Drive  
Sun City West, Az 85375

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We are part of the Stardusters Condominium Association of Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

Louis J. Ludas

February 10, 2009

Address: 12817 BALLAD DR.

Sun City West, AZ 85375

Louis J. Ludas  
12817 W Ballad Dr  
Sun City West, AZ 85375-1810

February 12, 2009

February 12, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners:

My husband and I are residents of Sun City West, and are totally disgusted, by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely



James and Linda Prince  
13315 W. Blue Bonnet Dr  
Sun City West, AZ 85375

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

February 11, 2009

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled by the ridiculously high rate increase requested by AZ/Am Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. AZ/Am water is asking for a 500% increase in operating income at a time when I and the entire country is in a financial mess. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely



George Nimmo  
20030 N. 146<sup>th</sup> Drive  
Sun City West, Arizona 85375

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We are part of the Stardusters Condominium Association of Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,



February 10, 2009

Address: 12823 W. PEACH BLOSSOM DR -

Sun City West, AZ 85375

February 9, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are not only appalled but also dismayed and shocked by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates. We are barely able to meet our medical expenses and our savings have greatly diminished because of the collapse of the stock market.

We implore you to protect us by drastically slashing the rate increase AZ/AM Water seeks. AZ/AM Water is asking for a 500% increase in operating income at a time the entire country is in a financial mess.

Your assistance will be greatly appreciated by us and by all of the residents in Sun City West.

Sincerely

Robert & Phyllis Grebson  
12907 W Caraway Drive  
Sun City West, AZ 85375

Handwritten signatures of Robert Grebson and Phyllis Grebson. The signature of Robert Grebson is written above the signature of Phyllis Grebson.

P.S. Please Help!!

February 11, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are frightened by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. AZ/Am Water is asking for a 500% increase in operating income at a time when we and the entire country are in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely

*Rita L Walsh*  
*William M. Walsh*

Bill & Rita Walsh  
12433 W Firebird Drive

Sun City West AZ 85375

**Garry & Jeanne Moore**  
**15238 W. Las Brisas Lane**  
**Sun City West, Arizona 85375**  
**(623) 975-1866**

February 11, 2007

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, Arizona 85001

Re: Docket # W-01303A & # SW 01303A-08-2007

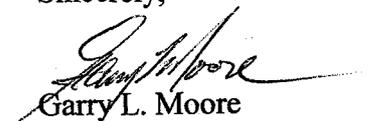
Dear Commissioners,

With the hearing date quickly approaching with respect to the Arizona American Water Co. request, I am writing this letter to once again express my outrage and utter disbelief that anyone today could find it justifiable or defensible to request approval to increase a public utility rate by almost 80%. For us, the end user, it's not like we have a choice of where to purchase our water, let alone a choice of whether or not to even purchase water. In fact, even if I used no water at all, I am still required to make a monthly payment to Arizona American Water, just for the right to have access to it! And now they want to increase their fees by a ridiculous 80%. Such a request cannot possibly be justified in today's economic environment. We have no choice but to appeal to the good judgment of the commissioners who are our last defense against the public monopolies.

In a time of such economic uncertainty, with many individuals facing job loss and financial catastrophe, and with so many in this valley living on fixed incomes who have been devastated by the collapse of our financial markets, now is not the time to add additional financial burden to an already dire situation.

Arizona American Water's request for an 80% increase in water rates is not only exorbitant, it is extremely untimely. I urge you to deny, or drastically reduce the percentage of the requested increase. Once again, you are our only defense, and we are relying on you.

Sincerely,

  
Garry L. Moore

Date:Feb.11,2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled,by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when Weand the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely  
Arnold & Lois Solars  
13448 West Nogales Drive  
SunCity West,AZ 85375

**February 12, 2009**

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

**Docket No. W-01303A-08-0227 and SW-01303A-08-2007**

**Dear Commissioners,**

**We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.**

**Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.**

**Sincerely,**

**Richard and Sandra Davis  
14205 W. Colt Lane  
Sun City West, AZ 85375**

February 11, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and an increase of 79.96% in water rates is exhorbitant!.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when we, and the entire country, are in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely, 



Margaret & Ralph Brewer  
15911 Falcon Ridge Drive  
Sun City West, AZ 85375

13243 W. Beardsley Rd.  
Sun City West, AZ 85375  
February 10, 2009

Arizona Corporation Commission  
12200 W. Washington St. Room 1  
Phoenix, AZ 85007

Dear Commissioners,

We live in Sun City West, Arizona and we are concerned by the high rate increase requested by AZ/AM Water Company. We are retired on a fixed income, which has diminished due to the current financial crisis, and it will become increasingly hard to keep up with increases to monthly expenses.

Please pare down the rate of the requested increase as much as possible. Your assistance in this matter is greatly appreciated.

Sincerely,

*Daniel A Mehner*  
*Mary Mehner*

Daniel and Mary Mehner

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I (We) live in Sun City West, Arizona and am (are) (appalled, sickened, disgusted, choose a word or substitute one) by the ridiculously high rate increase requested by AZ/AM Water. I am (We are) retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when I (We) and the entire country is in a financial mess. Your assistance will be greatly appreciated by me(us) and all of the residents in Sun City West.

Sincerely

  
Clyde and Bette Hansen

14408 W. Robertson Dr.  
SCW, Az 85375

February 11, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners:

I live in Sun City West, Arizona and am sickened, by the ridiculously high rate increase requested by AZ/AM Water. I am retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operating income at a time when I and the entire country is in a financial mess. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely,



Sylvia S. Gassner  
13010 W. Tangelo Dr.  
Sun City West, AZ. 85375

February 11, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for a 500% increase in operation income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,



Luis Marquez  
15014 W. Blue Verde Dr.  
Sun City West, AZ 85375

February 10, 2009

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

Docket No. W-01303-A08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and am disgusted, by the ridiculously high rate increase requested by AZ/Am Water. We are retired on a fixed income and do not have any extra income to pay an increase of a huge 79.96% in water rates.

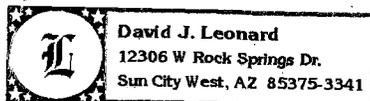
Please protect us in the raising of the rates, especially at this time when the country is in such a financial mess.

Someday you and other fellow workers will get OLD and be on a fixed income.

Your assistance will be greatly appreciated by us and all of the Sun City West residents.

Sincerely,

David Leonard  
Ruby Leonard



February 10, 2009

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

Docket No. W-01303-A08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and am disgusted, by the ridiculously high rate increase requested by AZ/Am Water. We are retired on a fixed income and do not have any extra income to pay an increase of a huge 79.96% in water rates.

Please protect us in the raising of the rates, especially at this time when the country is in such a financial mess.

Someday you and other fellow workers will get OLD and be on a fixed income.

Your assistance will be greatly appreciated by us and all of the Sun City West residents.

Sincerely,

*Naomi Heikart*