

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



ARIZONA CORPORATION COMMISSION

February 17, 2009

ORIGINAL

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 93 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 18 2009

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RECEIVED
2009 FEB 18 A 11: 29
AZ CORP COMMISSION
DOCKET CONTROL

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 76460

Date: 2/17/2009

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

Complaint By: **First:** Theodore & Martha **Last:** Dayonot

Account Name: Theodore & Martha Dayonot

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(*****MOHAVE WATER & WASTEWATER DISTRICT*****)

(Docket Nos. W-01303A-08-0227 / SW- 01303A-08-0227)

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

From: Theodore & Martha Dayonot

[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

We are sure that other that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charged our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave are all gravity feed lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more homes built and tied into these gravity feed lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

It there were one business that has not been affected by gas prices, nor the other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we suffering with the rising costs gas food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and to lower the monthly fee back to \$39, which would still be higher than all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State's Governor's Offices, as well as Arizona's Senators and Arizona Congressional offices.

Name: Theodore M. Dayonot & Martha Dayonot


End of Complaint

Utilities' Response:

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 Company. Docket Nos. W-01303A-08-0227 / SW- 01303A-08-0227. FILE CLOSED

End of Comments

Date Completed: 2/17/2009

Opinion No. 2009 - 76460

February 13, 2009

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

Re: Docket # W-01303A-08-0227 and
SW-01303A-08-2007

Dear Commissioners:

We live in Sun City West and understand that AZ/AM Water is seeking a 79.96% increase in water rates. This is indeed frightening to people on mostly fixed incomes and in these tough economic times.

It would seem an increase of this kind is a result of poor management and poor planning. What really justifies their request?

Seems we live in a day of greed, scams, unduly high compensation for those at the top and a lack of real concern for the customer.

While we do not desire to see a company such as this go in the hole, we feel an increase of this size and in this day is highly unreasonable.

Please scrutinize this request very carefully.

Sincerely,

William + Ann Glynne
19225 N. 138th Ave.
Sun City West, AZ. 85375

14811 W. Las Brisas Ln.
Sun City West, AZ 85375
February 8, 2009

ARIZONA CORPORATION COMMISSION
1200 W. Washington St. - Room 1
Phoenix, AZ 85007

Anne L. Maret
14811 W. Las Brisas Ln.
Sun City West, AZ 85375

RE: DOCKET No. W-1303A-08-0227, and
SW-10303A-08-2007.

Dear Commissioners:

The increase in water rates being requested by AZ-Amn. Water, is profiteering to the point of criminality: 79.96% increase cannot be justified; that's a 500% increase. Does it not remind you of the corporate practices that got our country into the financial mess we're in at present? Please do not participate in creating this new way to cheat the Arizona water user.

Please summon your courage and integrity and patriotism, and refuse to pass this increase in water rates.

Thank you,
Anne Maret
(Mrs. Stanley Maret)

2/13/09

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



Audrey Powell
13638 W Cavalcade Dr.
Sun City West, AZ 85375

Docket no. W. 01303A-08 and
SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Ariz.
and are sickened by the extremely
high increase requested by AZ/AM
Water.

We are retired on a fixed income
and do not have resources for
extra income to pay an increase
of 79.96% in water rates.

Please protect us by cutting
the increase you allow AZ/AM
Water to have.

Your assistance will be greatly
Appreciated.

Sincerely,

Audrey Powell & Jack Reiser

February 12, 2009

Arizona Corporation Commission
1210 W. Washington St., Rm 1
Phoenix, Az. 85007

Docket # W-01303A-08-0227 + SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by Arizona American Water. I am retired, as is my husband, and we are on a "fixed" income and do not have any extra income to pay an increase of this magnitude (79.96%) for water rates.

Please protect us by drastically slashing the rate increase you allow Az/Amer. 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 help will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,
Alex + Judy Ruark

15908 W. FALCONRIDGE DR.
SUN CITY WEST, AZ. 85375

15908 W. Falcon Ridge Drive
Sun City West, Az 85375

2-12-09

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

Docket # W-01303A-08-0227
and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, AZ, and am sickened 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 the residents of Sun City West.

Ms Vivian Loipersbeck
15014 W Huron Dr
Sun City West AZ 85375-5986

Sincerely,
Vivian Loipersbeck
15014 Huron Dr.
Sun City West, AZ
85375

February 13, 2009

Dear Commissioners,

To allow the 5000% increase in operating income which the PZ/AM Water is requesting would be unconscionable!!!, especially at a time when so many of us ~~retirees~~ are suffering the consequences of our country's lack of fiscal responsibility!!

However, a 500% increase at any time is ludicrous!!

Please, do not permit this to happen!

Sincerely,

Florence Froland
22116 N. Venado Dr.

Sun City West, AZ 85375-2066



Mrs. Florence A Froland
22116 N Venado Dr
Sun City West, 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 totally disgusted with the ridiculously high rate increase requested by Arizona/American Water. We are retired on fixed incomes And do not have extra money 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. This 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 the residents in Sun City West.

Sincerely,

Gordon C. Johnson
Dennis W. Soule
20803 N. 124th Dr.
Sun City West
AZ 87375

Feb. 13, 2009

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

I live in Sun City West, Arizona, and I am very appalled, by the ridiculously high 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 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 the residents in Sun City West.

Sincerely,



Mavis Fuderer
14403 W. Whitewood Dr.
Sun City West, AZ. 85375

2/13/2009

Arizona Corporation Commission

1200 W. Washington St.,

Room 1

Phoenix, AZ 85007

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

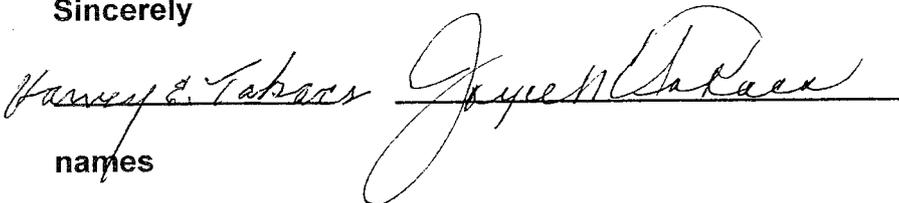
Dear Commissioners:

We live in Sun City West, Arizona and we are appalled by the outrageously 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 an economic disaster. AZ/AM's attitude is contrary to what our President and Congress are asking of the nation.

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

Sincerely



names

(address)



Mr. & Mrs. Harvey Takacs
14520 W Robertson Dr.
Sun City West AZ 85375

2/9/2009

February 12, 2009

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

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

Dear Commissioners,

As residents of Sun City West, we are concerned about the high percentage raise being requested on our water rate. We would prefer to see a smaller increase considered.

We are aware that costs have escalated for Arizona American Water to provide us with good, clean water. That being said, we still feel that the increase of 79.96% is too much to grant at this time. Smaller increases over several years would be much easier to handle with our fixed income.

Thank you in advance for any assistance you can give regarding this matter.

Sincerely,



Richard VanCamp
20015 N 124th Dr
Sun City West, AZ 85375



Kaylynn VanCamp

Arizona Corp Commission
1200 w. Washington st. room 1
phoenix, az 85997

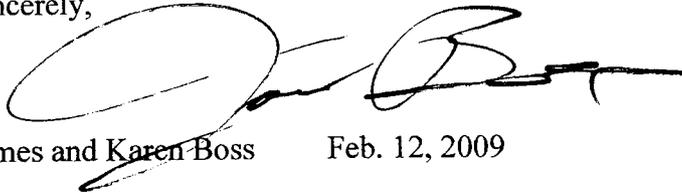
Docket no. W-01303a-08-0227 and SW-01303a-08-2007

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 79.96k% in water rates. Even if we could afford it, a basic for life, should not be used to gouge customers.

Please protect us by drastically slashing the rate increase you allow AZ/Am water to have. Azam water is asking for a 5005 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 the residents in Sun City West.

Sincerely,



James and Karen Boss

Feb. 12, 2009



Ms. Karen L. Boss
12531 W Seneca Dr.
Sun City West, AZ 85375

February 10th, 2009

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

Docket No. W-01303A-08-0227 and SW-01303A-8-2007

Dear Commissioners,

We live in Sun City West, Arizona and am sickened by the rediculously 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,



Marion and Shirley Rozeboom
15249 W. Las Brisas Lane
Sun City West, Arizona 85375

February 10, 2009

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

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

Dear Commissioners,

We are residents of Sun City West, Arizona and are absolutely appalled at the ridiculously high rate increase requested by Arizona American Water. We have never heard of an increase of this magnitude! An increase of nearly 80% in water rates is absurd!

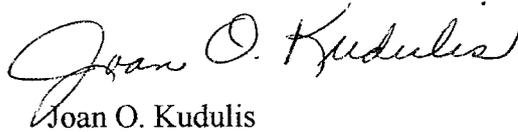
Please protect the citizens of this community by granting a more reasonable rate increase to the company. Although an increase may be justified, the amount of their request certainly is not. The 59% increase recommended by the Residential Utility Consumer Office is also completely out of line.

Your thoughtful consideration and assistance in this matter will be greatly appreciated by us and all of the retirees who enjoy living in Sun City West as an affordable community.

Sincerely,



Ronald P. Kudulis
12910 West Paintbrush Drive
Sun City West, AZ 85373



Joan O. Kudulis
12910 West Paintbrush Drive
Sun City West, AZ 85375

Date *12 Feb 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 is in a financial mess. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely,

*Lisa M. Keprian
13434 N. Desert Glen Dr.
S.L.W., G. 85374*

Date Feb. 13. 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 is in a financial mess. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely

Bernice & William Yoder
22608 N. Dusty Tr. Blvd.
Sun City West
AZ. 85375



Mr. & Mrs. William Yoder
22608 N Dusty Tr. Blvd.
Sun City West, AZ 85375

February 12, 2009

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

DEAR COMMISSIONER:

I LIVE IN SUN CITY WEST AND AM APPALLED BY THE RIDICULOUSLY HIGH RATE INCREASE REQUESTED BY AZ/AM WATER. I DO NOT HAVE THE 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 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,


KATHRYN L. GABEL
13243 W ALEPPO DR
SUN CITY WEST, 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 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,

 Edith Birkeland

Curtis and Edith Birkeland
13512 W. Robin Lane
Sun City West, AZ 85375

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 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 the entire Country and we is in a financial crisis. Your assistance will be greatly appreciated by ourselves and all the residents of Sun City West.

Sincerely,

A handwritten signature in black ink, appearing to read "Ron & Kathy Stewart", with a horizontal line extending to the right across the signature.

Ron and Kathy Stewart
13610 West Echo Mesa Drive
Sun City West, AZ. 85375

February 12, 2009

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

Docket No. W- 01303A-o8 -0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West , Arizona and am writing you to object to any water increase, in these times it should be reduced.

As I see it, this wild unbelievable increase request is about operational increased cost's including salary's. What world are they living in, not mine. They must be trying to follow the creed of Wall Street. Pay should be cut, all expenses should be reduced. I do not doubt they have increased their costs but that is a mistake on their part that I do not want to pay for. There is ways to reduce costs, other Company's that have competition have to do it, my income has been reduced with this depression. Perhaps new Management thinking is needed.

I have nowhere else to turn, there is no competition, I can not turn to another Company for my water. So we elected you to control this type of greed. I'm only asking that you do your job and I trust that you will. I'm serious about a reduction, tell them about the lines of people looking for job's, perhaps they could spend a few hours in one of those lines or ask them to spend a day dishing out soup.

Tell them about retired people on so called fixed income, it turns out fixed only means it will not go up because it just went down.

Sincerely,



William J. Slothour
14007 Trail Ridge Dr.
Sun City West, Az. 85375

Date

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

Theresa Strom

I am opposed to this increase - you should have sought prior approval - before proceeding with the projects - we are in fixed income & cannot afford such outrageous increases!!

Theresa Strom



Ms Theresa Strom
13429 W Desert Glen Dr
Sun City West AZ 85375-4832

2/13/09

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 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 asking for a 500% increase in operating income at a time when we and the entire country is in a financial crisis. Your assistance will be greatly appreciated by us and all the residents of Sun City West. Frankly, their request is unconscionable.

Sincerely,



Ed and Kay Voorhees
13440 W. Copperstone Dr.
Sun City West, AZ. 85375

cc: Vice President of Pora
Chuck Ullman

12550 W. Brandywine Dr.
Sun City West, AZ 85375

February 13, 2009

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

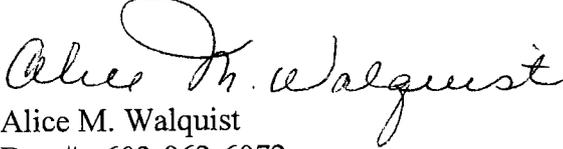
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am shocked by the ridiculously high rate increase requested by AZ/AM Water. I am still working but with the economy the way it is my Company hasn't given raises since early 2007 and when we did get one it was only a 2% increase - after 4 years of no raises. So, I consider myself on a fixed income and do not have any extra money 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 consideration of this issue will be greatly appreciated by me and all of the residents in Sun City West.

Thank you,


Alice M. Walquist
Day #: 602-862-6072

From: PORA Newsletter [mailto:admin@porascw.org]
Sent: Monday, February 09, 2009 4:13 AM

February 13, 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. I 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

Marshall L. Froland

MARSHALL L. FROLAND
22116 N. VENADO DR.
SUN CITY WEST, AZ 85375

Marshall L. Froland
22116 N. Venado Dr.
Sun City West, AZ 85375

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

Gloria & Michael Dingley
19214 N. 138th Ave.
Sun City West, AZ 85375



Gloria J. Dingley
19214 N. 138th Ave.
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 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 a lot of 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 impose on us. 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 squeeze. Your assistance will be greatly appreciated by the two of us and all the residents of Sun City West .

Sincerely,



Don and Clara Peterson

19607 N. Bellwood Drive
Sun City West, Arizona 85375

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

Sincerely,

Handwritten signatures of Robert and Elsa McLoughlin. The signature for Robert is written above the signature for Elsa.

**Robert & Elsa McLoughlin
13663 W. Parada Drive
Sun City West, AZ 85375**

Date: *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 is in a financial mess. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely

Pat + Ray Lutes
13479 West Desert Glen Dr.
Sun City West, AZ 85375-4832

Ray & Pat Lutes
13479 W Desert Glen Dr.
Sun City West, AZ 85375-4832

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, AZ 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 impose on us. 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,



Marvin and Sandra Otto
22901 N. Adkison Dr.
Sun City West, AZ



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

5/13/2009

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. 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,


Carl and Sumiko Kirchoff
14632 W Ganado Dr
Sun city West, AZ 85375

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 I am very upset by the ridiculously high rate increase requested by AZ/AM Water. I am a widower, retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates. It seems that you have a total disregard for those people that you serve in these troubled times in our country. The water company should be finding ways to cut their operating costs as many others are doing, what makes them exceptional ??? How much of the state does this increase apply to or are they just picking on us ???

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 J Pavolko Sr
19227 Conquistador 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,

My wife and I live in Sun City West, Arizona 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 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 crisis. Your assistance will be greatly appreciated by us and all of the residence in Sun City West

Sincerely

Ronald & Nancy Rasmussen

Ronald and Nancy Rasmussen
21031 Desert Sands Dr.
Sun City West, AZ 85375

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, & 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 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

Lloyd Moran
14527 Trading Post Dr.
Sun City West Az. 85375

A handwritten signature in cursive script, appearing to read "Lloyd Moran".

February 11, 2009

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

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

Dear Commissioners:

The Residential Utility Consumer Office (RUCO) has recommended a 59% rate increase in the Sun City West Water District. **THIS IS OUTRAGEOUS!**

Residents of Sun City West live on a fixed monthly income, without the ability to incorporate an increase of this size into their budget. We have lost a good percentage of our retirement savings in the recent stock market decline, and are hoping we live long enough to recover some of it.

The economic climate right now is the worst it's been since the 1980's and some believe it's as bad as the Great Depression. We haven't hit the bottom yet. Food expenses have increased and gas pump prices are rising again. Everyone is feeling the economic pressure right now. The timing of this increase is certainly ill advised.

There must be other areas of the Arizona American Water budget that can be scrutinized for cost cutting. Do they give bonuses to their executives?

My understanding is the purpose of RUCO is to protect utility customers! Considering the economic climate at this time, this is an astronomical rate increase! An increase may very well be necessary, but 59%? !!

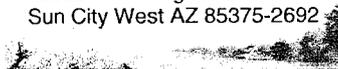
I respectfully ask that you closely examine American Arizona Water's request. Please take a hard look at the economic reality of those whom they are asking to bear the burden of this increase.

Respectively


Ben and Mary Lou Bustos



Benjamin L & Mary Lou Bustos
22022 N Pedregosa Dr
Sun City West AZ 85375-2692



Jack & Linda Keyes
14736 W. Domingo Lane
Sun City West AZ 85375
jlkeyes@comcast.net

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

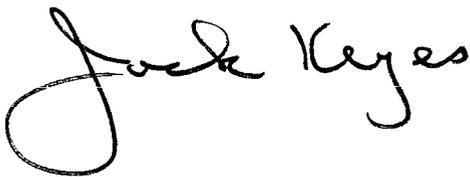
Dear Commissioners,

As residents of Sun City West, we are very concerned by the exceedingly high rate increase requested by Arizona American Water. We are retirees on dwindling fixed incomes and therefore find this increase of nearly 80% in water rates extremely onerous and untimely.

Please protect us by reducing this rate increase to a more manageable and adequate level that allows Arizona American Water to operate efficiently. Arizona American Water is asking for a 500% increase in operating income at a time when we and the entire country are in a financial downturn. Your assistance will be greatly appreciated by us and by all of the residents in Sun City West.

Sincerely

Jack & Linda Keyes

A handwritten signature in cursive script that reads "Jack Keyes". The signature is written in black ink and is positioned below the typed name "Jack & Linda Keyes".

Elaine Kunzel
13319 W Broken Arrow Dr.
Sun City West, AZ 85375

February 12, 2009

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

Docket # W01303A-08-0227 & SW01303A-08-2007

Dear Commissioners:

I live in Sun City West, AZ and am appalled by the incredibly high rate increase requested by AZ/AM Water. Living on a fixed income, I as well as others in this retirement community should not be subjected to such increases. In light of the current economic crisis, Parks & Sons, our trash removal service did not increase their fees this year.

Your assistance in protecting our residents from this exorbitant rate increase would be greatly appreciated.

Sincerely,

A handwritten signature in cursive script that reads "Elaine Kunzel". The signature is fluid and matches the printed name below it.

Elaine Kunzel

February 13, 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, 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 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,



Merritt and Rose Hedden
15501 W. Futura Dr.
Sun City West, AZ 85375

Email: heddenra@aol.com

*Dianne Wilson
13427 W. Prospect 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,

I live in Sun City West, Arizona and am appalled and disgusted by the ridiculously high rate increase requested by AZ/AM Water Co. I am retired and on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates. I was at the meeting in Sun City West and did not feel that the reasons given justified bilking seniors out of that kind of money. Many of the seniors have to make a choice between food and getting their medications. This increase is totally unfair. Would you feel this way if it were your parents that would be affected by this?

Please reconsider and drastically slash the rate increase by AZ/AM Water. 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 consideration will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely,

Page 1

Dianne Wilson

Arizona Corporation Commission
1200 W. Washington St. Room 1
Phoenix, AZ.8500

February 9, 2009

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

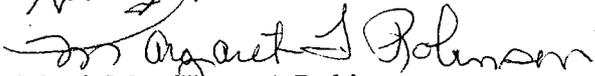
Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired and are on a fixed income and do not have any extra income to pay and increase of 79.9% in water rates. It is almost impossible to meet our own obligations plus medical expenses.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AA/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 the residents in Sun City West.

Sincerely,



Mr. & Mrs. Henry A Robinson
21739 N. Limousine Dr.
Sun City West, Az.

February 12, 2009

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

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

Dear Commissioners,

We live in Sun City West, AZ and 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 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



*Robert and Jane Splinter
14609 W. Gunsight Dr.
Sun City West, AZ 85375*

February 13, 2009

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

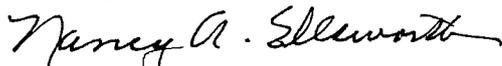
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona, and am very upset and disgusted by the Ridiculously high rate increase requested by AZ/AM Water. I am retired On a fixed income and do not have the extra income to pay such an increase --79.96%-- in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. This increase is requested when all of us--- really the entire Country—are in a financial mess. There are many demands on our incomes To help stabilize our economy. Your assistance in reducing this increase Will be greatly appreciated by me and all the residents of Sun City West.

Sincerely,



**Nancy A. Ellsworth
13015 W. Tangelo 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,

I live in Sun City West, Arizona and am appalled, sickened 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 us by drastically slashing the rate increase you allow AZ/Am Water to have. AZ/Am Water is asking for extra large 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.

AZ/Am Water has done this same practice in Missouri; greatly increasing the water rate after they buy a new company. This must be there standard operating procedure. I can see an increase; this request by AZ Am Water is way out of line.

Sincerely



Rob Woods
13203 Marble Drive
Sun City West, AZ 85375

Date 2/13/09

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

Paula Wallace

13467 W. Desert Glen Dr.

Sun City West, Az 85375



Paula Wallace
13467 W Desert Glen Dr.
Sun City West, AZ 85375

Richard W. Gfeller
18222 N. Alyssum Drive
Sun City West, 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,

As a resident of Sun City West, Arizona, I cannot believe the high rate increase requested by Arizona American Water. I don't understand how the Company can justify requesting an increase of 79.96% in water rates when we have so many residents on fixed incomes – and especially those trying to get by in the current economic climate where their savings have been decimated.

Please be mindful of the senior citizens when setting any rate increase for Arizona American Water.

Respectfully,

A handwritten signature in black ink, appearing to read "RW Gfeller", with a long horizontal stroke extending to the right.

Feb. 13, 2009

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

We live in Sun City West, Arizona, and are very disgusted, by the ridiculously high 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 the residents in Sun City West.

Sincerely;




Stan Bruno
Rose Bruno
14605 W. Whitewood Dr.
Sun City West, Arizona 85375

February 11,2009

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

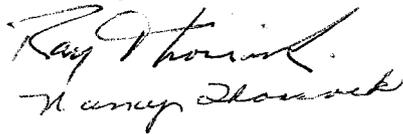
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

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,

Handwritten signatures of Ray and Nancy Thorsvik. The signature for Ray is written above the signature for Nancy.

Ray and Nancy Thorsvik
16147 W. Sentinel 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-0802007

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

Sincerely,

DICK & ABBIE BISHOP

22209 Via Montoya

Sun City West, Az 85375

February 11, 2009

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

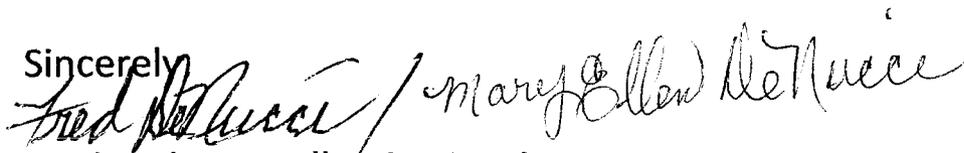
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

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,

Handwritten signature of Fred and Mary Ellen DeNucci in cursive script.

Fred and Mary Ellen DeNucci

22218 N. Cochise Lane
Sun City West, AZ 85375

Date February 12, 2009

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

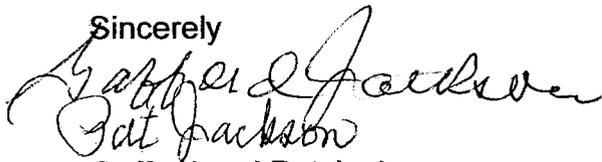
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

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 retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates. We do not get a cost of living pay increase.

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 "Gafford and Pat Jackson". The signature is written in dark ink and is positioned above the typed name.

Gafford and Pat Jackson
20834 N. Gable Hill Dr.
Sun City West, AZ 85375-5564

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 by the ridiculously high rate increase requested by AZ/AM Water. I am a teacher who the legislature wants to use my income to balance the budget and I am worried about funds to pay my mortgage and do not have any extra income to pay an increase of 79.96% in water rates or any other increase. Trying to make ends meet now is VERY difficult!

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.

PLEASE HELP!

Cordially,



Darlene Roach, M.Ed., NBCT
13204 W Mesa Verde Dr.
Sun City West, 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,

My husband and I own property in Sun City West, Arizona and are appalled by the already high rate for water, and even more disgusted by the increase requested by AZ/AM Water. An increase of 79.96% in water rates would be a huge burden, as we are already struggling to raise our family, during these very troubling times.

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 "Hope E. Aghadjanyan".

Mr. & Mrs. Jiriar Aghadjanian

1675 Hastings Ranch Drive

Pasadena, CA 91107

13448 W. Desert Glen

Sun City West, AZ 85375

February 12, 2009

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

Docket #W-01303A-08-227 and SW-01303A-08-2007

Dear Commissioners

We live in Sun city West, Arizona and are incensed by the proposed high rate increase by AZ/AM Water. We are retired, on a fixed income, and with today's economy crisis do not have any extra income to pay this exorbitant 79.96% increase in water rates.

Please help us by insisting that AZ/AM use common sense in the amount of rate increase....500% increase in operating income is totally UNACCEPTABLE, especially when the country is in financial difficulty. We, and all of the residents of Sun City West, will appreciate any assistance you can lend to this situation.

Sincerely



Charles and Betty Kallestad
12507 W. Prospect Dr.
Sun City West, AZ 85375

cc: file

Date 2-13-09

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

Gary Dobernecker



Gary Dobernecker
19007 N 134th Dr.
Sun City West AZ 85375-4814

Date 2-13-09

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

Shirley Dabernecker

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: 12843 W Peach Blossom 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,

David W. Kellogg

February 10, 2009

Address: 12751 W. BALLAD DRIVE

Sun City West, AZ 85375

DAVID W. KELLOGG
151 KOONS AVENUE
MEDINA, OH 44256

Feb 12, 2009

Az. Corporation Commission

Docket # W-01303A-08-0027 and SW-01303A-08-2007

Dear Commissioners:

We are 21 year residents of Sun City West and we are appalled at the rate increase the water company is requesting. We believe this company is mis-managed, should disclose what they are planning and spread out costs over several years.

A few more of this kind of greedy companies and we, along with many others will be on the public dole.

Please help us to keep our independence by dramatically reducing the outrageous increase they request.

Sincerely
Walter & Dorothy Ciesla
13015 W. Ballad Dr.
Sun City West, Az. 85375

FEBRUARY 10, 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 ARE FULL TIME RESIDENTS OF SUN CITY WEST. WE HAVE JUST BECOME AWARE THAT THE ARIZONA AMERICAN WATER CO HAS REQUESTED AN OUTRAGIOUS INCREASE FOR THEIR WATER RATE OF SOME 80% ±.

WE ARE FULLY RETIRED ON FIXED INCOMES, IT WOULD BE HARD TO ABSORB THIS TYPE OF ABNORMAL RATE INCREASE. WE RESPECTFULLY REQUEST YOUR HELP BY REDUCING THE RATE INCREASE REQUESTED BY THE WATER CO. TO A RESPECTABLE RATE THAT WE ALL CAN LIVE WITH. YOUR KIND ASSISTANCE WOULD BE GREATLY APPRECIATED BY US ALL RESIDENTS OF SUN CITY WEST.

Respectfully

MR. & MRS. JOSÉ C. BAREZ
14410 W. PARADA DRIVE
SUN CITY WEST, AZ. 85375

Mr. and Mrs. Jose Barez
14410 W. Parada Dr
Sun City West, AZ 85375-2123

José C. Barez

2-11-09

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

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

Dear Commissioners,

We live in Sun City West , Arizona and are sicked by the ridiculously high 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 operating income at a time when We and the entire country is in a financial mess. Your assistance will greatly appreciated by Us and all of the residents in Sun City West.

sincerely,



D J Robinson
18620 N 138th Ave
Sun City West AZ 85375-5253

2/11/2009

February 14, 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** 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. Actually we **AREN'T** on a "fixed income" any longer because of all the losses in the market--so, at 76 and 80 years old, we are **REALLY HURTING FINANCIALLY!**

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

Harland + Marlys Nonhof

Harland and Marlys Nonhof
15333 West Black Gold Lane
Sun City West, Arizona 85375

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.

Sandra Schussinsberg

John H. Schwab

17010 N. 131st Ave

Sun City, West, AZ 85375

February 14, 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 small fixed income and do not have any extra income to pay an increase of 79% in water rates.

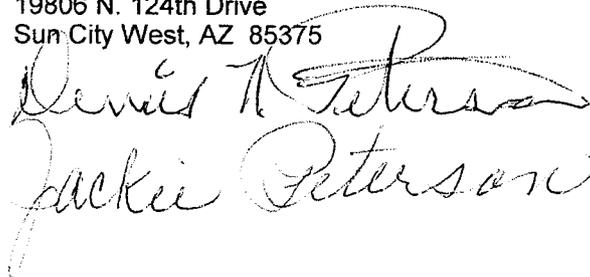
Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have.

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 and no one has a clue when that will turn around!

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

Sincerely,

Dennis and Jackie Peterson
19806 N. 124th Drive
Sun City West, AZ 85375

The block contains two handwritten signatures in cursive. The top signature is for Dennis Peterson and the bottom signature is for Jackie Peterson. Both signatures are written in black ink and are positioned below the typed names and address.

Date

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

Virginia Wruck

Wruck

19023 N. 134th Dr.

S.C.W. AZ

85395

Date

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

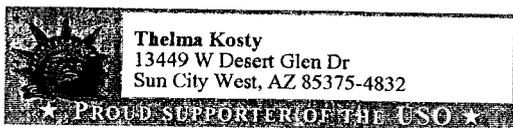
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

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



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

Beulah Christie

13473 W. Desert Glen Dr.
Sun City West, AZ
85375-

Mrs. Beulah J. Christie
13473 W Desert Glen Dr.
Sun City West, AZ 85375

2-11-09

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

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

Dear Commissioners,

We live in Sun City West , Arizona and are sicked by the ridiculously high 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 operating income at a time when We and the entire country is in a financial mess. Your assistance will greatly appreciated by Us and all of the residents in Sun City West.

sincerely,

James A. / Tony Steele
18602 N. 138TH AVE
SUN CITY WEST, AZ. 85375

James A. Steele
18602 138th Avenue
Sun City West, AZ 85375

2/11/2009

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

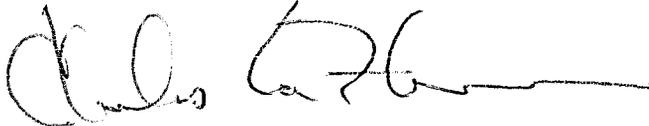
Dear Commissioners,

We live in Sun City West, Arizona and are appalled, sickened, and disgusted by the ridiculously high rate increase requested by AZ/AM Water. We are 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,

Charles and Pamela LaFleur
12432 W Firebird Dr
Sun City West, AZ 85375-1929




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,

Mary M Anderson February 10, 2009

Address: 12825 W Ballad Dr.

Sun City West, AZ 85375

Mary Anderson
12825 W Ballad Dr.
Sun City West, AZ 85375

February 12, 2009

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

Re: 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,



Carol and Frank Rutigliano
12739 W. Ballad Drive
Sun City West, AZ 85375

14 Feb 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

Marina Dececo
Ralph Dececo

Ralph & Marina Dececo
14804 West Tomahawk Way
Sun City West, AZ 85375

February 13, 2009

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

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

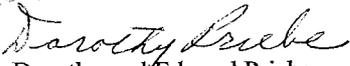
Dear Commissioners,

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 the 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,




Dorothy and Edward Priebe
15428 W. Blue Verde Drive
Sun City West, Az. 85375

Date

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

Edward J Golembeski

Mr. & Mrs. Edward Golembeski
13445 W. Copperstone Dr.
Sun City, AZ 85375

February 13,2009

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

Docket No. W-01303A-08-0227 and SW-1303A-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 the residents in Sun City West.

Sincerely

Brenda Vencel Cannady

Brenda Vencel Cannady
12423 West Allegro Dr.
Sun City West, AZ. 85375

JACK AND NOREEN DALEY,
13827 SKYHAWK DRIVE,
SUN CITY WEST, AZ. 85375

Nov. to March
ph/fax 623-975-1721

February 13, 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 commissioners,

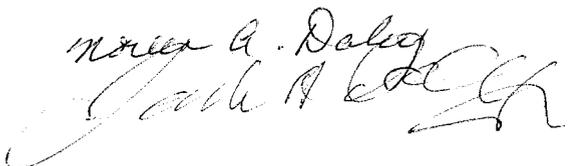
We have a home in Sun City West, Arizona and we are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired and on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

It would appear to me that if this corporation had been running their operation on a sensible basis it would not be necessary to ask for such a large increase at one time.

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 (and western world) is in a financial mess. Your assistance will be greatly appreciated by us and all of the residence in Sun City West.

Sincerely,

J.H. and N. A. Daley
13827 West Skyhawk Drive,
Sun City West, Ar.85375

Handwritten signature of Noreen A. Daley in cursive script, written in black ink.

M. Milton Goad
15351 W. Gunsight Dr.
Sun City West, AZ. 85375

February 13, 2009

Arizona Corporation Commissioner
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 the residents of Sun City West.

Sincerely,


M. Milton and Shirley K. Goad

17207 N. Desert Glen Drive
Sun City West, AZ 85375-5123
February 13, 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 for any increase of that magnitude..

Please protect us by drastically slashing the rate increase you allow AZ/Am Water. With a cost of living Social Security increase of about 6% this year and increases of 2 or 3 percent for the past several years, an increase of perhaps 10% could be justified in my mind. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely,

Walter & Shirley Knecht

Walter and Shirley Knecht
17207 N. Desert Glen Drive
Sun City West, AZ 85375-5123

*David and Sandra Witt
12815 W. Marble Dr.
Sun City West, AZ 85375*

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

February 13, 2009

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

Dear Commissioners,

We live in Sun City West, Arizona and are shocked by the ridiculously high rate increase requested by AZ/AM Water. We are retired 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 reducing the rate increase you allow AZ/Am Water to apply. Az/Am Water is asking for a 500% increase in operating income at a time when we and the entire country is in financial crisis. Your assistance will be greatly appreciated by all of the residents in Sun City West.

Sincerely



David Witt
12815 W. Marble Dr.
Sun City West, AZ 85375

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

Docket No. W-01303A-08-01227 and SW-0303A-08-2007

Dear Commissioners,

I live in Sun City West, AZ and am appalled by the extreme rate of increase requested by AZ-AM Water. I am retired and on a fixed income and cannot afford such an enormous increase. I attended the PORA meeting and am so disappointed in the information that I left with. How can you possibly consider such a choice when our whole economy is in such a dire state. Your assistance will be greatly appreciated by me.

Sincerely

Ruth Wegner
15428 W. Gunsight Drive
Sun City West AZ 85375

A handwritten signature in cursive script that reads "Ruth Wegner". The signature is written in black ink and is positioned below the typed name and address.

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

A handwritten signature in cursive script that reads "Robert Mansfield, Gloria Mansfield". The signature is written in dark ink and is positioned above the typed name of the signatories.

Robert & Gloria Mansfield
13725 W. Gunsight Dr.
Sun City West, AZ. 85375

February 14, 2009

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

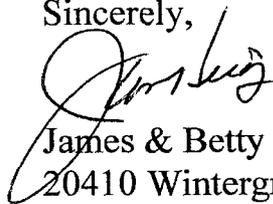
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are disgusted by the ridiculously high rate increase requested by Az/AM Water. We are retired on a fixed income and do not have extra income to pay an increase of 79.96% in water rates. We have not seen a justification for this increase in publicity or at the meeting held in Sun City West.

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 the residents in Sun City West.

Sincerely,



James & Betty Heig
20410 Wintergreen dr.
Sun City West, AZ 85375

CC; Pora

February 13, 2009

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

Dear Commissioners,

I live in Sun City West, Arizona and am absolutely appalled by the ridiculously high rate increase requested by AZ/AM Water. I am retired, on a fixed income and do not have the resources 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. It is completely absurd for AZ/AM Water to ask for a 500% increase in operating income at a time when I, and the entire country, is in a financial mess through no fault of ours. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely,

A handwritten signature in cursive script that reads "Valerie L. Tisue".

Valerie Tisue
19809 N Greenview Dr
Sun City West, AZ 85375

FRANK P. SHOKALUK
14414 W. BLACKWOOD DR.
SUN CITY WEST, AZ. 85375

FEBRUARY 12, 2009

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

RE: DOCKET NO. W-01303A-08-0227 & SW-01303A-08-2007

DEAR COMMISSIONERS:

AS A RESIDENT OF SUN CITY WEST, ARIZONA I AM APPALLED BY THE RIDICULOUSLY HIGH RATE INCREASE BEING SOUGHT BY AZ/AM WATER CO. PRESENTLY SERVING OUR COMMUNITY. AN INCREASE OF 79.96% IN OUR WATER RATES IS BEYOND REASON/JUSTIFICATION AND FACTUALLY MUCH INFLATED.

ARIZONA AMERICAN WATER COMPANY MUST BE REQUIRED BY THE PRESENT COMMISSION, TO REDUCE OPERATING COSTS, PRESENT AN ADJUSTED AND REALISTIC BUDGET, FOREGO MANAGEMENT BONUSES, IF ANY ARE/WERE IN THEIR PLAN, INCREASE OPERATING EFFICIENCIES, REDUCE STAFF IN NUMBERS AND/OR WORKING DAYS PER INDIVIDUAL, FORESTALL ANY OR ALL REALISTICALLY UNNECESSARY CAPITAL SPENDING AND BE FORCED TO ACT RESPONSIBLY AS PRIVATE ENTERPRISES MUST DO TO EXIST IN A VERY COMPETITIVE ENVIRONMENT.....RATHER THAN THEIR ARROGANT ENTITLEMENT ATTITUDE.

OTHER CONSIDERATIONS SHOULD BE EXAMINED, TO WIT: THE FIXED MINIMAL RATE IS AN INJUSTICE AND SHOULD BE ABANDONED, WHICH WOULD SERVE AS AN INCENTIVE FOR USERS TO REDUCE CONSUMPTION. ALSO TO BE ADDRESSED ARE THE WATER RATES FOR RESIDENTIAL OUTDOOR WATERING WHICH SHOULD NOT BE SUBJECTED TO SEWAGE CHARGES. AN ADDITIONAL PROVISION SHOULD INCLUDE BENEFITS FOR "OFF PEAK" USAGE.

I'M SURE YOU AGREE, IT IS TIME FOR THE ARIZONA AMERICAN WATER CO. TO BE FORCED TO REVIEW AND CHANGE THEIR OUTDATED PRACTICES AND BE HELD INTENSELY ACCOUNTABLE. THE COMMISSION SHOULD NOT SUCCUMB TO AZ/AM UNFOUNDED THREATS AND PRESSURES.

SINCERELY


FRANK P. SHOKALUK

COPY: PORA

February 10, 2009

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

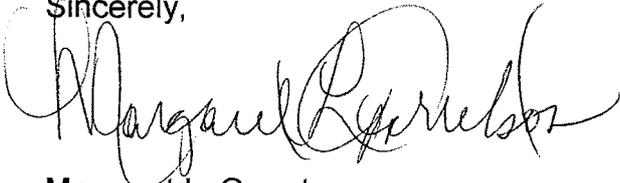
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are shocked by the ridiculously high rate increase requested by AZ/AM Water. We are retired and 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,

A handwritten signature in cursive script, appearing to read "Margaret L. Garretson". The signature is written in black ink and is positioned to the right of the word "Sincerely,".

Margaret L. Garretson
19638 N Bellwood Drive
Sun City West, AZ 85375

William and Patricia Riethmeier
15710 W. Ballad Drive
Sun City West, Arizona 85375

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,

As residents of Sun City West, Arizona we are shocked and appalled that AZ/AM wants an increase in water rates. This is a recession that this country is in. We are retirees and on a fixed income. They at least have pay checks coming in, we don't. Where do they think we are going to get extra money from?

How about doing an internal check of what AZ/AM is wasting money on within their own company. That would free up a lot of extra money. The tax payer has just about had it with the government, the bank, the utilities, bailing them out of the messes they have got there selves into and we're going to start fighting to get this country back on track. Enough is enough. Why don't they cut some of their foolish spending on perks, etc., or how about a pay cut. No more frivolous spending. Thank you for taking a closer look at AZ/AM companies operations. They need to be accountable to someone.

Please protect us by doing away with 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,



Wm. and Patricia Riethmeier
15710 W. Ballad Dr.
Sun City West, AZ 85375

February 13, 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. 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 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 me and all of the residents in Sun City West.

Sincerely,

Don & Norma Kochenower
19471 N. Star Ridge Dr
Sun City West, AZ 85375

Mrs. N. J. Kochenower
19471 N Star Ridge Dr.
Sun City West, AZ 85375

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

o Is AAW is targeting senior communities? The rate scale in Sun City West is very confusing to me and I read my bill but I can't figure out how the charges are determined. I'm not a doddering, senile senior but I wonder if this complicated rate scale isn't a strategy on the company's part to get higher rates.

o I wonder why when I cut back on the amount of time my irrigation system is in use, my next month's bill goes up!

o Why do we residential customers have to pay sewer fees for water that does not use the sewer lines: landscape irrigation water. There are communities in the U.S. who allow customers to have two different meters and charge for water use at differing rates. Water used in the residence which uses the sewer system is charged at one rate and water that is used for irrigation and does not go through the sewer system is charged at another rate. The problem here is AAW would probably charge thousands of dollars for purchase and installation of a second meter.

o AAW has not done enough to educate communities on water conservation. Only recently, as far as I can tell, has the company begun to offer water-saving devices for kitchen, bathroom and outdoor faucets. I would like them to put a list on their website of shower heads that are "low-flow" but offer such options as massage and straight shower. I also see developments in Sun City West that are governed by home-owners associations (HOAs) which have a lot of grass in their landscaping. Sometimes I see the water from the irrigation systems flowing in the streets because the irrigation systems are set wrong. Surely an AAW employee out reading meters has witnessed this but has AAW bothered to contact the HOA management companies to educate them on proper irrigation techniques and advise them of options to grass?

o AAW does not offer electronic billing, either by sending "e-bills" or by emailing customers that their bill is available for viewing on AAW's website. How much money would AAW save in postage and paper costs by offering this? Again, I think this points to AAW mismanagement.

o Although I think the AAW rate system is confusing and would like to have a simpler system, I wonder if it would be beneficial to have AAW charge large-use customers, both residences and companies, a "premium" for water use over a certain amount.

o If AAW wants to increase its rates, even if it turns out to be less than the requested 80%, AAW needs to deny bonuses to its executives AND cut their pay for mismanagement. The company management needs to share in the burden.

I understand that the Residential Utility Consumer Office (RUCO) has completed its study and recommended a 59% increase in AAW rates. I think the RUCO recommendation is still too much, for the same reasons as listed above. We are in dire economic times and an increase of this dimension is, frankly, criminal. The consumer should not be made the scapegoat for a company's poor management and for a lack of oversight by private and public consumer protection resources.

Very truly yours,

Sharon A. Service
End of Complaint

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Utilities' Response:

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.

See Complaint # 76437 for reference.
End of Comments

Date Completed: 2/17/2009

Opinion No. 2009 - 76427

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' 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: 2/13/2009

Opinion No. 2009 - 76369

W/ 01303A-08-0007
SW-01303A-08-0007

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 76334

Date: 2/13/2009

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

Complaint By: **First:** Raymond **Last:** Walker

Account Name: Raymond Walker **Home:** (000) 000-0000

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

City: Sun City West **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

2/13/09 THROUGH CHAIRMAN MAYES OFFICE.

From: [REDACTED]
Sent: Monday, February 09, 2009 10:52 AM
To: Newman-Web; Pierce-Web; Mayes-WebEmail; Kennedy-Web
Subject: ACC reference Docket # SW-01303A-08-0227

I wish to protest in the strongest terms Arizona/American Water Co's proposed 79.96% increase in residential water rates in the Sun City West Community.

Apart from the impact on personal finances, this and the subsequent Docket SW-01303A-08-2007 has prompted the sale of at least four residential units on this stretch of Greenview Drive alone since the beginning of the year.

Are you for the prosperity of Sun City West or not?

Raymond Walker
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

The following was emailed to Mr. Walker

February 13, 2009

RE: ARIZONA AMERICAN WATER COMPANY

Dear Mr. Raymond Walker:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

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

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

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

Date Completed: 2/13/2009

Opinion No. 2009 - 76334

ARIZONA CORPORATION COMMISSION

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We have as our citizen's 'defender' an organization called RUCO. They are supposed to be our Clark Kent on all water issues. They are failing us totally at this very moment.. One of their lawyers tells us that while Az-Amer. wants a 76% increase on S/C West water rates RUCO is only recommending a 59% increase. We have only one thing to say --"Are they 'frickin' crazy???" Only, 59% ??

We won't bore you with Mr Daniel Pozefsky's rationale (he's the RUCO law- yer from whom we get these figures). Suffice to say, it's 'garbage' ration- ale. He talks about infrastructure costs , salaries, retirement etc. He's try- ing to convince us that this garbage warrants this idiotic rate increase. Venture to say that NO company, EVER passed along a 75% or 59% in- crease to it's customers. Mr. Pozefsky--Where have you been the last 50 years ?

Despite all your so-called investigation and it's well meaning, have you employed an auditor to read their books? You aren't an auditor. An aud- itor would have special talents that could be used to the people's benefit. How can you recommend to RUCO or allow RUCO to recommend any rate increase, let alone a 59% increase when you have not yet em- ployed an auditor? Of course, Az.- Amer. Water may well have some re- luctance to have anybody who can really read their books look at them.

Quite frankly, with or without an auditor such a callous, I-don't-care- about- the-citizens attitude, is beyond understanding. Rate increases , historically, only inch up over a period of years. Your stats and the fact that RUCO has rushed out a recommendation is looking more and more like a prepared scenario that just now is being acted out after all has been pre-ordained. RUCO has taken off its Clark Kent defender togs and 'joined' the Water Co. brass in their attempt to rape these cities with outlandish increases. Arizona- American Water is foreign owned and operated ... doesn't have the slightest idea how to make a profit... nor have they ever heard of customer relations. And, RUCO is defending them, not the citizens of Arizona.

There is hope however. The ACC is comprised of elected, mature, AMERICAN, Arizonans, savvy in the ways of business and hopefully, protective of its own.

Cliff Cowles, President


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Good afternoon Mr. Cowles,

I was assigned by Chairman Mayes office to respond to your request. You can contact the Residential Utility Consumer Offices at (602) 364-4835. Your comments as you requested regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities Division
End of Comments

Date Completed: 2/13/2009

Opinion No. 2009 - 76361

W-01303A-08-0001
SW-01303A-08-0001

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Expedite

Inquiry No. 2009 - 75408

Date: 2/6/2009

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

Complaint By: **First:** Cliff **Last:** Cowles

Account Name: Cliff Cowles **Home:** [REDACTED]

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

City: Sun City West **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

2/6/09 ***** REFERRED THROUGH CHAIRMAN MAYES OFFICE.

This inquiry went to all five Commissioner and is going to need responses to all of the questions mentioned below. Please forward you response with all the answers Mr. Cowles is seeking answers to.

2/6/09 Phone call

Mr. Cowles wanted to know if American Water Works (parent co.) is aware of AAWC's rate increase request? He has asked them and received NO RESPONSE! He advised me that he had sent an email to all five Commissioners.

2/6/09 Email #1

-----Original Message-----

From: cowlescm@juno.com [REDACTED]
Sent: Thursday, February 05, 2009 12:19 PM
To: [REDACTED]
Cc: Mayes-WebEmail; Newman-Web; Pierce-Web; Kennedy-Web; Stump-Web
Subject: Arizona-American Water Rate Increase

Dear Ms Duffy,

As you know, Subject has applied for a massive water rate increase here in Arizona and it is being considered now by our Arizona Corporation Commission (ACC). The docket is due to reach the surface in March sometime unless we can talk some common sense with the ACC.

I live in Sun City West, one of the affected areas, and am President of the N.W. Valley Taxpayers Assn. As

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

such, we are intervening, as is PORA, our cities home owners assn, as are hundreds of the residents...soon to be thousands.

We need a few questions answered, please.

1. Can Az-Amer request rate increases without the approval of American Water?
- 2.If not, when did American Water approve and what rate did they set?
- 3.Is American Water raising rates nationwide? If yes, in how many of the 32 states ?.
4. What are the individual rate increase in the 32 states and what is the average rate increase?
5. Is American Water owned by any other company or interest, foreign or domestic? If so, who?
6. Will American Water authorize our RUCO to employ an auditor to examine the books of Arizona-American Water in the interest of full disclosure to the citizens of Arizona and their watchdogs RUCO and ACC?

Please notice, I am sending a copy of this communication to each of the members of the ACC and will mail a copy to PORA.

We will look forward to a timely response in view of the Docket date.

Many thanks
Cliff Cowles



2/6/09 Email #2

-----Original Message-----

From: [Redacted]
Sent: Thursday, February 05, 2009 1:05 PM
To: Mayes-WebEmail; Newman-Web; Pierce-Web; Kennedy-Web; Stump-Web; pora@suncitywest.org
Subject:

I have just uncovered this article in USNews re:RWE, the utility giant in Germany that owns American Water that owns Arizona-Water

RWE is looking to recover some of its bad investment in American Water and / or sell it. American Water is looking to improve its bottom line quickly because RWE is very unhappy(probably no bonuses) Az-Amer. is doing what papa bear tells them to do which is to get as much of a rate hike as ACC will fall for.

- USNews Article has many interesting parts:
- Calif. rate hike advocate (RUCO equivalent)says "undue financial burden on rate payers"
 - Kentucky AG challenging RWE efforts to keep minutes confidential.
(Which is probably what they are doing here, is my best guess)
 - "There has been insufficient investment in the 10 years leading up to the RWE purchase"
 - "Company losing 19% of it water volume through leaky pipes"

American Water's position is poor. No capitol investment for years, poor management and RWE has/had absolutely no idea how to fix it. They bought a pig in the poke and now want Arizona rate payers (as well as the other 31 states) to return their investment

Can ACC, in good conscience, allow this travesty to happen? I'm sure there is a great deal more information

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available .

Please place this e-mail and the associated RWE article by USNews on the official record.

Many thanks for your interest

Cliff Cowles



P.S. American Water has just completed public stock offering of \$75 MILLION to repay debt. Would this help explain insane rate hikes?

German Utility Soured on American Water

By Marianne Lavelle

Posted 5/15/07

Just as a planned sale of the largest private water company in the United States moves closer, potentially embarrassing records of high-level corporate meetings have surfaced detailing how the business failed to live up to expectations for the German utility giant RWE.

RWE has been moving forward to get the necessary state approvals so it can spin off American Water in an initial public offering sometime this year, just five years after paying \$4.6 billion in cash for the business serving 18 million customers in 29 states. That sum was a 46 percent premium over the stock price, and expectations had been high for expansion and growth.

But according to the minutes of a meeting of the RWE supervisory board (equivalent to a corporate board of directors) on Sept. 16, 2005, the hopes that water would become the company's "most profitable and fastest-growing corporate division" were quickly dashed. Political resistance to privatization proved strong in the United States, where the vast majority of drinking and wastewater services are still run by local governments. And RWE underestimated the huge costs it faced due to outdated infrastructure and mounting U.S. environmental requirements.

In the minutes, RWE Chief Executive Harry Roels is quoted as describing the "difficult" situation in the United States, where the company was losing about 19 percent of its water volume through leaky pipes. There had been insufficient investment in the 10 years leading up to the purchase. At the company's current rate of investment, it would take 200 years to replace all the distribution lines that needed it, he said. Meanwhile, "Public resistance to privatization schemes of companies was growing," the minutes quote Roels as saying. "The regulatory requirements as regards reduction in contamination from the pipe network with the heavy metals arsenic and lead were steadily growing in severity. Here, too, the extra costs incurred could not always be passed on to customers." In fact, customers had responded to the company's rate hikes by cutting back on their use of water, thus reducing revenue.

"While at the turn of the millennium the capital market had still believed in the theory that utilities would have to evolve into global players, it now seemed that, in effect, there could no longer be any talk of globalization of the water market," the minutes quote Roels as saying. "Instead, the development to be observed was toward a regional focus of the water companies."

The business Roels detailed to the board, according to the minutes, bears little resemblance to the American Water that RWE described when it first announced its divestment plans on Nov. 4, 2005. Then, the company handout touted American Water's "strong platform for growth in an attractive market." RWE at that time said it was selling both American Water and its British division, Thames Water, to focus on its core electricity and gas business in Europe. In October 2006, the Australian private-equity firm Maquarie won an auction to buy Thames--the No. 1 British water company, which serves 15 million customers--for \$14.9 billion, a 20 percent premium on the company's value. In the minutes, Roels also details difficulties in England, including an "obsolete" pipe system where 30 percent of the system's water is lost to leaks.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Julia Scharlemann, a spokeswoman for RWE, said by E-mail from the company's headquarters in Essen, Germany, that RWE would have no comment on the excerpts. "Any minutes of RWE Supervisory Board meetings are confidential and were provided to public utility commissions in the United States only on that basis," she said.

Excerpts of the RWE minutes were given to U.S. News by the Washington, D.C.-based public interest group Food and Water Watch, which has been fighting water privatization efforts across the country. "These minutes demonstrate that RWE doesn't believe that private water companies in the United States are a good investment," says the group's executive director, Wenonah Hauter. "The company is dumping their bad investment on Wall Street investors and American ratepayers." Various portions of the redacted minutes also have emerged in the course of the legal wrangling that American Water has faced in its effort to obtain state regulatory approval for its IPO.

The company this month won approval for its IPO from the California Public Utilities Commission, but that commission's division of ratepayer advocate, which opposes the sale as placing an undue financial burden on ratepayers, submitted comments to the record including portions of the minutes. In Kentucky, where American Water has had numerous battles over its operation of Lexington's water system, Attorney General Gregory Stumbo has challenged RWE's efforts to keep the minutes confidential.

2/11/09 Email #3

-----Original Message-----

From: [REDACTED]
Sent: Sunday, February 08, 2009 10:11 AM
To: Mayes-WebEmail; Newman-Web; Pierce-Web; Kennedy-Web; Stump-Web; Mayes-WebEmail; Newman-Web; Pierce-Web; Kennedy-Web; Stump-Web
Cc: [REDACTED]
Subject: California American Water Co. Rate Increase Re; Docket # SW-01303A-08-0227

This may be American Water Co.'s pattern in the 32 states in which they operate. Their financial position is not good, RWE wants to sell them....RWE needs good looking bottom lines...RWE tells American to raise rates into the outer limits to improve sale possibilities

RUCO should look into this to see if it is a pattern. No reason why Az. water users have to subsidize a failing business for RWE sales purposes.

Please have RUCO explore rate increase in all states in which American Water Co operates,

Thank you and please include this in the minutes of the Docket in Subject.
Cliff Cowles, N.W. Valley Taxpayers Assn.

Monday, January 26, 2009

California American Water seeks rate hike Sacramento Business Journal - by Celia Lamb Staff writer Print Email Reprints RSS Feeds Add to Del.icio.us Digg This Comments Other Matching Articles for "www.AmericanWaterCorateincreases"

> More Search Results

California American Water plans to increase water rates for Sacramento customers by more than 60 percent over two years.

The changes would increase the average monthly bill for metered residential customers using about 11,220 gallons per month would change from \$30.33 this year to \$45.67 next year and \$50.39 in 2011. Customers with flat rates would have monthly bills increasing from \$35.96 this year to \$55.33 next year and \$61.00 in 2010.

ARIZONA CORPORATION COMMISSION

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The company, a subsidiary of American Water (NYSE: AWK), has applied with the state Public Utilities Commission for the authorization for the rate increases. It expects a decision by June 2010.

California American Water said it needs the additional rate revenue to fund \$85 million for capital projects proposed in the Sacramento region, including water main replacements, meter installations and new water storage tanks. It also wants to hire 18 employees for operations, administration and conservation operations.

The company has 10 water systems in unincorporated areas of Sacramento and Placer counties.

Print Email Yahoo! Buzz

Reader Comments

(0) Comments

End of Complaint

Utilities' Response:

2/13/09 Utility response via email

AI,

Below is a letter sent to Mr. Cowles regarding all his questions on Complaint # 75408.

If you have any questions give me a call.

Thanks Lola

Dolores Covarrubias (Lola)

Meter Set Coordinator

Phone 623-815-3158

ARIZONA AMERICAN WATER

February 12, 2009

Mr. Cliff Cowles

Dear Mr. Cowles,

I received your letter from Maureen Duffy our Director of External Communications and wanted to personally respond to your questions. American Water is a publically traded company and provides water and/or wastewater services through subsidiaries which are regulated by state public utility commissions, similar to the Arizona Corporation Commission, in 18 states. As regulated public utilities, American Water's state subsidiaries have been granted authority by each state's PUC to operate in a particular service area. Within these areas, the utility must provide quality, reliable and nondiscriminatory service to all customers in the service area and rates are set by the state public utility commissions.

Because the utilities have the obligation to provide reliable and nondiscriminatory service, the utility is also entitled to the opportunity to earn a reasonable return on prudently invested capital necessary to provide service and to recover operating expenses. It is this basis – the amount of capital the company has invested to assure reliable service and associated operating expenses - that determines the timing and amount requested by each American Water subsidiary. It is also the basis upon which the commission determines what rates are appropriate. So, the need for and timing of rate requests is determined by the state utility, based on the amount of capital it has invested to provide service and changes in operating expenses since the last rate case. The utility is required to file extensive data and testimony supporting the rates it is requesting, including the investments it has made in treatment and distribution facilities, operating expenses and many other issues. The

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

commission staff, ratepayer advocates and other parties have the opportunity to examine this data, and often file testimony offering their views on the appropriate rate levels. The commission conducts extensive hearings at which all of this evidence is considered, and then determines what rates the utility will be allowed to charge. As part of this process, the commission also determines the rate of return the shareholders will have the opportunity to earn on the investments they have made to provide reliable service.

This generally is the same process each of the regulated utilities follows in its own state. Given the large investments each of these utilities is making to provide reliable service, and the substantial increases we have experienced in operating expenses, rate proceedings are usually ongoing in a number of states at the same time. The amounts requested in those proceedings will all be different based on the investments each utility is making in that state and the changes in operating expenses it has experienced.

In Sun City West we are requesting an increase to earn a return on investments we have made from 2004 - 2007 and to recover costs that have increased since 2004. Since the last rate case was approved by the commission in 2006, we have not been able to earn a return on investments made since that period. It is important to note that our request has declined slightly since our previously request, since you are now paying the arsenic removal surcharge. Sun City West's rates are still extremely competitive in the state of Arizona and even if the full proposal is granted, water in Sun City West will still be less than a penny a gallon.

I have included my business card, and one from our External Affairs Manager. Please do not hesitate to contact us with any questions you may have, we are happy to serve you.

Sincerely,

Paul Townsley
Arizona American Water, President
Cc: Arizona Corporation Commission Commissioners
Arizona Corporation Commission Docket Control Office
Thomas Broderick, Arizona American Water
End of Response

Investigator's Comments and Disposition:

2/6/09 I spoke with Mr. Cowles and advised him that I was calling on behalf of Chairman Mayes office. I was assigned to investigate his inquiry. He advised me that he sent all five Commissioners an email with questions that he forwarded over to American Water Works marketing department. He still has not received a response. I told him that I would get a copy of the email and send his questions over to Arizona American Water Company for a response. He agreed and thanked me for the call.

2/9/09 emailed to AAWC for a response.

2/13/09 AAWC wrote a letter to Mr. Cowles and responded to all of his questions. Please see utilities response. Opinion was docketed and CLOSED.

End of Comments

Date Completed: 2/13/2009

Inquiry No. 2009 - 75408

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 76089

Date: 2/12/2009

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

Complaint By: **First:** PETION **Last:** PETION

Account Name: PETION PETION c/o T.C. Courtney

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Bullhead City

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

PETITION PETITION 93 SIGNATURES WERE LISTED ON THE PETITION

Arizona Corporation Commission
1300 W. Washington, 1st Floor
Phoenix, AZ 85007-2929

Dear Corporation Commission Members:

The customers of American Arizona Water (A.A.W.) listed below request that you reject the company's application for a rate increase.

Re: SWO1303A-08-0227

To counter said application, the following facts are provided:

- A.A.W purchased the existing waste water plant and its pipeline structure in 2002.
- According to company supplied information, there were 570 customers at the time of purchase and the treatment plant was capable of handling 250,000 gallons per thy.
- The current customer base is 1246 and the waste water treatment plant has been upgraded to handle 500,000 gallons per thy. This work was completed in September, 2008.
- The applicant is requesting an increase of 79.4%, from \$49.65 per month per customer to \$89.10 per month, which they claim will benefit customers (see attached letter from AA.W. to existing customers).

If A.A.W. had done their due diligence prior to purchasing this business, which we are sure they did, they would have known that if projected population increases held true, the treatment plant would have to be upgraded.

Using the A.A.W. supplied customer base information of 1246, multiplied by an increase of \$39.45 per customer per month; the gross income would increase by \$49,154.70 per month or \$589,856.40 per year. Also, using the figure expended to upgrade their pipe line and water treatment facilities of \$4,740 million¹ A.A.W. would retrieve

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

its investment in 8.025 years, using the rate increase only to pay it back. The expansion would allow more customers to be added, each new customer would be charged \$89.10 per month.

We are being asked to pay for AA.W.'s upgrade in its entirety and ensuring them an enormous future profit before the upgrade is actually needed.

The treatment plant handled 188,000 gallons per thy in July2008, 75% of its capacity. There was no need to increase the treatment plant capacity based on these numbers.

AA.W. is asking you to approve an increase, which sits squarely on the shoulders of current and future customers. We all would be burdened financially by a huge 889.10 per month waste water treatment bill.

Sincerely,

Mohave Valley Water District Protest Members

Direct questions and response to
T.C. Courtney .


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 2/12/2009

Opinion No. 2009 - 76089

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 76369 **Date:** 2/13/2009

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

Complaint By: **First:** Phillip **Last:** Barone

Account Name: Phillip 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. SW-01303A-08-0227 and W-01303A-08-0227.

February 09, 2009

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

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 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,

Philip Barone
[REDACTED]
Sun City West, AZ 85375
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

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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: 2/13/2009

Opinion No. 2009 - 76369
