

ORIGINAL

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



0000093873

FILED BY EXECUTIVE DIRECTOR

ARIZONA CORPORATION COMMISSION

February 19, 2009

To: Docket Control

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

Please docket the attached 39 customer comments OPPOSING 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 19 2009

DOCKETED BY 

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2009 FEB 19 P 3:54

RECEIVED

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion No. 2009 - 76727 **Date:** 2/19/2009

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

Complaint By: **First:** Marilyn & Gabriel **Last:** Gabriele

Account Name: Marilyn & Gabriel Gabriele **Home:** [REDACTED]

Street: [REDACTED] **Work:**

City: Bullhead City **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC MOHAVE WASTEWATER DISTRICT):

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

Arizona Corporate Commission
1200 W. Washington, Suite 206
Phoenix, AZ 85007

We have lived in Los Lagos for over 10 years now and are retired. We are on a fixed income and there is no way for us to get a raise in our pay. Therefore, all of these increases in utilities lately means that we have to give up a few things. There will be no trips, eating out, buying things for the grandkids, etc.....

Our construction friends tell us that the sewer hook-up rates have increased tremendously.

With so many homes vacant surrounding us, we wonder why it is necessary to increase rates for the sewer that these homes are not using. We older folks are doing everything we can to save on electric, water, sewer, etc.....and the companies just keep piling it on. Please do not give in to their request for an increase. Thank you for your consideration.

Sincerely,
Marilyn & Gabriel Gabriele

[REDACTED]
Ft. Mohave, AZ

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 2/19/2009

Opinion No. 2009 - 76727

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely

Tom Gundlach

Sun City West, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

EMAIL TO CUSTOMER:

Dear Tom Gundlach,

Your email regarding the Arizona American Water Company ("AAWC") rate case sent to Chairman Mayes office 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 take your comments into consideration 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.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000 or directly at

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 2/17/2009

Opinion No. 2009 - 76430

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 - 76444

Date: 2/17/2009

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

Complaint By: **First:** Linda **Last:** Robinette

Account Name: Linda Robinette

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ **Zip:** 85[REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(DOCKET NO. SW-01303A-08-0227 and W-01303A-08-0227)

February 9, 2009

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

Docket No. 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, disabled, on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates. I would have to sell my home and move in with relatives because I just wouldn't be able to make ends meet.

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,

Linda Robinette

[REDACTED]
Sun City West, AZ

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 2/17/2009

Opinion No. 2009 - 76444

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (5 [REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 76370

Date: 2/13/2009

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

First:

Last:

Complaint By: Betty J.

Crow

Account Name: Betty J. Crow

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

*** SUN CITY WEST WATER DISTRICT ***
***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

Customer sent the following correspondence -

February 10, 2009

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

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

Dear Commissioners:

I live in Sun City West, Arizona and are 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 we and the entire country are in a financial mess.

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

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Betty J. Crow

[REDACTED]
Sun City West, Az.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 2/13/2009

Opinion No. 2009 - 76370

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 - 76570

Date: 2/18/2009

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

Complaint By: First: Frank & Francis M Last: Pratt

Account Name: Frank & Francis M. Pratt

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

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

Feb 10/09

Frank Pratt

[REDACTED]
Sun City West, Arizona

Commissions

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

Please protect us by drastically slashing the rate increase you allow Arizona wants water to have. Arizona water is asking for a 500% increase at a time when we and the entire county is in such a recession. Your assistance will be greatly appreciated by us and all the residents of Sun City West.

Sincerely
Frank Platt
Francis M. Pratt
End of Complaint

Utilities' Response:

NA
End of Response

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 2/18/2009

Opinion No. 2009 - 76570

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 - 76554

Date: 2/17/2009

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

Complaint By: First: Thomas & Marsha Last: Franklin

Account Name: Thomas & Marsha Franklin

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

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

February 9, 2009

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

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

Dear Commissioners,

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

Sincerely,

Thomas and Marsha Franklin

[REDACTED]
Sun City West, AZ [REDACTED]

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 Trish Meeter @ 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: 2/17/2009

Opinion No. 2009 - 76554

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 - 76667

Date: 2/18/2009

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

Complaint By: First: Frank Last: Brodie

Account Name: Frank Brodie

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 8 [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

SUN CITY WEST WATER DISTRICT
SW-01303A-08-0227 and W-01303A-08-0227

Frank Brodie
[REDACTED]

Sun City West, AZ [REDACTED]

Feb 7, 2009

Dear Sirs,

I wish to strongly protest the ridiculously high rate increase (79%) that is being requested by our local water company. While I can understand that operating costs require an increase, the proposed requests of 79% is out of line. In addition, this increase should be realistic and reasonable.

Sincerely,

Frank Brodie
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 2/18/2009

Opinion No. 2009 - 76667

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

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

Dear Commissioners,

We live in Sun City West, Arizona and are very upset 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 Lynn and Jim Bergstrom. The signature for Lynn is written in cursive and includes the name 'Lynn Bergstrom' followed by '(Wendy)' in parentheses. The signature for Jim is written in cursive and includes the name 'Jim Bergstrom'.

Lynn & Jim Bergstrom
15215 W Gunsight Dr
Sun City West, AZ 85375

February 9, 2008

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. 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 I. Abt

21631 Yellowstone Circle
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

Suzanne Edwards

Mrs. Suzanne Marie Edwards
375 Lancaster Drive
Zumbrota, MN 55992

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

A handwritten signature in cursive script that reads "Norman Edwards". The signature is written in black ink and is positioned below the word "Sincerely".

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.

Dan Kilstrom

Dan Kilstrom
12906 W Mesa Verde Dr.
Sun City West, AZ 85375-3226

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.

Gail M. Kilstrom

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 residence of Sun City West, Arizona and simply are astounded 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,


Philip J. Arthur
19834 N. Green View Drive
Sun City West, AZ 85375

February 18, 2009

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

Docket No. W-Q01303A-08-0227 and SW-01313A-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 on a VERY fixed income and find an increase of nearly 80 % in water rates questionable and suspiciously dishonest.

Please be our advocates and protect us by reviewing the proposed increase and drastically slashing the rate increase you allow AZ/AM Water to have. They are asking for a 500% increase in operating income at a time when we and the entire country are in the throes of a financial crisis. Your assistance will be greatly appreciated by us and all of the residents in Sun City West. Please accept our thanks in advance for your assistance in this matter.

Sincerely,



Patricia Kirkpatrick



Richard Kirkpatrick

14637 W, Calumet Dr.
Sun City West, Arizona
85375

Robert Latvalla
14505 W.Las Brizas Lane
Sun City West, Arizona 85375

February 18, 2009

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

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

Dear Commissioners,

We live in Sun City West, Arizona, and have these comments relating to the proposed exorbitant rate increase requested by AZ/AM Water--a proposed increase of more than 75%

Such an exorbitant increase certainly raises questions; first, are all Arizona residents subject to this increase, only AZ/AM Water customers, or only AZ/AM Water customers in Sun City West? If the answer is only AZ/AM Water customers whether or not only in Sun City West or all AZ/AM Water customers, it is time to examine management practices at that company. How did the water pricing issue get to such a point that a more than 75% price increase in a year is necessary?

We in Sun City West are captive customers of AZ/AM Water--there is no other company we can go to for our water supply. Please protect us by drastically slashing the rate increase allowed AZ/AM Water. At the same time, examine the management practices of this company to ensure proper management of our precious water resource and at the same time protect consumers.

Yours truly,



Robert W. Latvalla and Sandra L. Latvalla

February 14, 2009

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

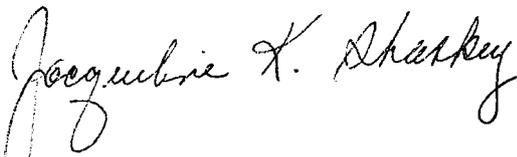
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

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

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

Sincerely,



Jacqueline Shaskey
22101 N Las Vegas Ct
Sun City West, AZ 85375-2964

February 14, 2009

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

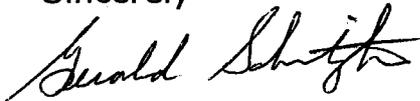
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

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 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



Gerald & Roseann Schwitzke

13342 W. Copperstone Dr.

SUN CITY WEST, AZ 85375

PHOENIX, ARIZONA 85001

PHOENIX, ARIZONA 85001

PHOENIX, ARIZONA 85001

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 79.96% rate increase requested by AZ/AM Water.

Please protect us by drastically slashing the rate increase you allow AZ/Am Water to have. Your assistance will be greatly appreciated by us and all other residents of Sun City West.

Sincerely,



Lis Trent



Michael Trent

12915 W. Mesa Verde Dr.
Sun City West, AZ 85325

February 17, 2009

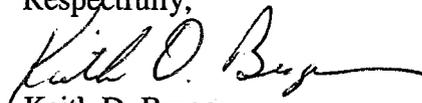
Arizona Corporation Commission
1200 W. Washington St. Room 1
Phoenix, Arizona 85007

Docket No. W-013-3A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I am a resident of Sun City West, Arizona. Arizona America Water Company is way out of line on their request for a rate increase in the double figures. We are retirees and are on a fixed income. The current economic conditions in this country cause me to believe this is completely ridiculous. We should not reward companies that are not financially managed properly. I am against any increase in rates.

Respectfully,



Keith D. Berger
13907 W. Sky Hawk Dr.
Sun City West, Arizona 85375

Cc: file

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: 13703 Ballad DR.

Sun City West, AZ 85375

February 9, 2009

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

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

Dear Commissioners,

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

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

Sincerely,



Bud and Mary Louise Drummond
15364 W Blackgold Ln
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 (We) live in Sun City West, Arizona and am (are) (appalled, sickened, disgusted, choose a word or substitute one) by the ridiculously high rate increase requested by AZ/AM Water. I am (We are) retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

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

Sincerely

Sadie Mauri

Name(s) and Address

*19840 N. Greenview Dr.
Sun City West, AZ
85375 Please HELP US!*



*Sadie Mauri
19840 N. Greenview Dr.
Sun City West, AZ 85375*

February 18, 2009

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

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

Greetings from Sun City West:

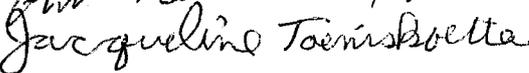
My wife and I have lived in Sun City West for the last 9 years. We retired some time before that and visited several times before moving here. We now hear of an almost 80% increase in water rates proposed by Arizona American Water which seems excessively high especially in light of the financial situation in the country today.

We are very distressed over this proposal since we and many others here are on fixed income. Our combined Social Security income increased only 1.75% over last year.

Our total water charge from AZ/Am for 2008 was \$608.73. An 80% increase would add \$486.98 to that bill for 2009 and on.

Please drastically reduce the rate increase you allow AZ/Am to more in line with our Social Security increase.

Sincerely

Arthur & Jacqueline Toeniskoetter
14501 W. Las Brisas Ln.
Sun City West, AZ 85375-2702

February 17th, 2009

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

Docket No.: W-01303A08-0227 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 is asking for a 500% increase in operating income at a time when I and the entire Community and Country is in a financial mess. Your assistance will be greatly appreciated by me and all residents of Sun City West.



Donna F. Bobit
13803 W. Franciscan Dr.
Sun City West, AZ 85375

Sincerely,
Donna Bobit

FEBRUARY 18, 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 THE ARIZONA AMERICAN WATER CO. WE ARE RETIRED ON FIXED INCOMES AND DO NOT HAVE ANY EXTRA INCOME TO PAY AN INCREASE OF 79.96% IN WATER RATES.

A LETTER TO THE EDITOR, IN A RECENT ISSUE OF THE SUN CITY WEST INDEPENDENT STATED ".....THE RATE INCREASE PROPOSED BY AZ/AM WATER FOR THE CUSTOMERS OF SUN CITY WEST IS OUT OF TOUCH WITH THE PRESENT ECONOMIC OUTLOOK." WE AGREE WHOLEHEARTEDLY WITH THAT STATEMENT!

WE ARE LOOKING TO YOU TO PROTECT US BY DRASTICALLY SLASHING THAT EXORBITANT RATE INCREASE. A 500% INCREASE IN OPERATING INCOME? ABSOLUTELY NOT!

SINCERELY YOURS,

F.R. WILLIAMSON
AND
V.V. KOMMOSSER

15151 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 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 in Sun City West.

Sincerely

CREEKWOOD HOA RESIDENT



Ms. Katherine Ann Turner
20418 N Wintergreen Drive
Sun City West, AZ 85375-5457

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,

*Robert R. Smith
19477 N. Star Ridge Dr
Sun City West, AZ 85375*

Mr. Robert R. Smith
19477 N Star Ridge 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,

*Dorothy A. Kane
19459 N. Star Ridge 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,

Elizabeth Spohr
14019 N. PALM RIDGE DR W,
SUN CITY, AZ 85351

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,



19475 N. STAR RIDGE 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, *Barbara Lorenzen*
14455 Star Ridge Dr.
Sun City West, az. 85315

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,

Jason L. Anderson
19449 N. Star Ridge Dr.
Sun City West, Az.
85375.

February 13, 2009

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

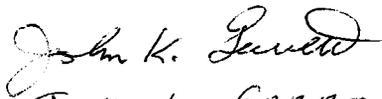
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

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,



JOHN K. GARRETT

19447 N. STAR RIDGE DRIVE

SUN CITY WEST, AZ

85375-4112

15108 W. Via Manana
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,

My wife and I live in Sun City West, Arizona. We are appalled by the ridiculously high rate increase recently requested by Arizona American Water. We think a rate increase of 79.96% is unreasonable. We, like most of the other residents of our community, are retired, living on a fixed income, and watching expenses rise in every category. Like many of the other senior citizens in our community, we do not have extra income to pay such an outrageous increase in water rates.

Please assist the senior citizens of our community by drastically slashing the rate increase to be granted to Arizona American Water. The aforementioned company has requested a 500% increase in operating income at a time when residents using the service are experiencing financial distress due to the current national economic situation. In our view, Arizona American Water is attempting to exploit the residents of our community. You are our only hope. Any assistance you can provide in establishing a more reasonable rate increase is greatly appreciated. Thank you.

Sincerely,



Milton K. Everett
Jayne W. Everett
15108 W. Via Manana
Sun City West, AZ 85375

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

Regarding Docket Number W01303A-08-0227 (requested rate increase by AZ American Water)

February 16, 2009

I am expressing my concern, and I question the fairness and rational for the 79.8% increase requested by AZ. American Water to the Arizona Corporation Commission, in their November 11, 2008 letter sent to us Sun City West customers.

The complete water system consisting of wells, pumps, storage tanks and water lines was built and paid for by Del E. Webb Corp., which at the time very adequately and solely served the entire Sun City West (SCW) subdivision (including the SCW subdivision expansion) consisting of about 19,000 dwellings within the "walled in" subdivision, located in unincorporated Maricopa County. At the time the SCW development was completed, there were very few if any dwellings located in the unincorporated area outside and northerly of SCW. Some of this area has since been developed, and now AZ American Water wants us SCW residents to pay a significant portion of this expansion cost, AND THIS IS NOT FAIR.

As a comparison to SCW, previous to the development of SCW, Del E. Webb also basically did the same thing in SC by installing the water system. However, SC was basically surrounded by incorporated cities, which except for Youngtown had their own water districts, and therefore there was no huge area of unincorporated land adjacent to SC, which could later be developed, and thus there was no potential extra cost expected from SC residents to pay for water expansion outside of SC.

I feel that since that SCW and SC are very similar in their development, they should be treated similarly; there should be no significant justification for us SCW residents being penalized, by requiring us to pay for water system expansion outside of SCW when SC does not have to pay for any water system expansion outside of SC subdivision (including Youngtown). The fair solution would be have a separate district for SCW subdivision and a separate district for the land outside of SCW subdivision. At the very least, since the SCW and SC water systems are both served by AZ American Water, both districts could be combined so the expansion cost would not be mainly subsidized by only SCW subdivision residents.

Sincerely ,

Keith Candell

13509 W Clearwater Ct.
Sun City West, AZ. 85375

Keith Candell

17 February 2009

Raimond and Faye Cerbins
14713 W. Colt Lane
Sun City West, AZ 85275

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,

My wife and I live in Sun City West, Arizona and are truly amazed by the unbelievably high rate increase requested by AZ/AM Water. We are on a retirement fixed income and do not have the funds to pay for an increase of 79.96% in water rates.

Please do review the requested increase thoroughly and protect us by drastically slashing the rate increase requested by AZ/AM Water.

AZ/Am Water is asking for a 500% increase in operating income at a time when we and the entire country are in financial straights. We would greatly appreciate your assistance in this matter.

Sincerely,

Handwritten signature of Raimond and Faye Cerbins in cursive script.

Date: February 17, 2009

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

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

Dear Commissioners,

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



Betty Hettfick
14408 Trading Post Drive
Sun City West, AZ 85375

Arizona Corporation Commission
1200 W Washington St.
Phoenix, Az. 85007
Reference Docket # sw-01303A -08-0227

Feb. 12, 2009
Sun City West, Az

Dear Sir/Madam;

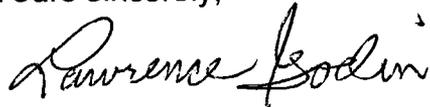
I am writing to protest the rediculously high water rate increase of 79.96% proposed by Arizona America Water.

We have to question the efficiency, management or greed of any company that makes such a proposal.

To ask for such an increase, particularly in this difficult economic time we are now in, is totally unacceptable.

Please do the right thing and disallow this increase.

Yours sincerely,



Lawrence Godin
15445 W Via Manana
Sun City West, Az 85375