

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



**ARIZONA CORPORATION COMMISSION**

March 17, 2009

**ORIGINAL**

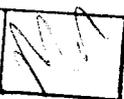
To: Docket Control

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

Please docket the attached 20 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**  
MAR 17 2009  
DOCKETED BY 

**RECEIVED**  
2009 MAR 17 P 2:47  
AZ CORP COMMISSION  
DOCKET CONTROL

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

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

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 77495**

**Date:** 3/13/2009

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

**Complaint By:** **First:** Howard **Last:** Bach

**Account Name:** Howard Bach

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

**Street:** n/a

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

**City:** Tubac

**CBR:** [REDACTED]

**State:** AZ **Zip:** 00000

**is:** E-Mail

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

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

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

\*\*\*\*\*TUBAC WATER DISTRICT\*\*\*\*\*

From: [REDACTED]  
Sent: Tuesday, March 10, 2009 7:41 PM  
To: Newman-Web  
Subject: Dkt # W-01303A-08-0227

Dear Commissioner Newman,

I am objecting to a proposed rate hike for the water in Tubac. Most of the residents are hampered by a limited income, and are affected dramatically by the decrease in business, and property values in Tubac. Please turn this proposal down.

Regards  
Howard Bach  
Tubac, AZ  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in W-01303A-08-0227 & SW-01303A-08-0227. closed  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 3/13/2009

Opinion No. 2009 - 77495

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion      No. 2009 - 77492      Date: 3/12/2009

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

Complaint By:      First: Heinz J.      Last: Hohendorf

Account Name: Heinz J. Hohendorf      Home: [REDACTED]

Street: [REDACTED]      Work:

City: Tubac      CBR:

State: AZ      Zip: [REDACTED]      is:

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

REFERRED FROM CHAIRMAN MAYES OFFICE - OPINION OPPOSED (AAWC TUBAC WATER SYSTEM):

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

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

From: heinz hohendorf [mailto:[REDACTED]]  
Sent: Tuesday, March 10, 2009 10:03 AM  
To: Mayes-WebEmail  
Subject: AZ-American water issues, rate increases projected

Dear Chairman Mayes,

I am writing in regards to the proposed rate increases for the Tubac water system. The Tubac water system unfortunately has a small base of customers, about 520 connections, and therefore will never be able to deliver water at a low cost. I can understand that they need to increase the rate to cover their current cost to service and maintain the system. I am sure, and trust the commission, that you will carefully review their data and proposal and arrive at a proper rate.

What does concern me much more is the proposal for treatment for Arsenic. Currently, the combined wells produce 35ppb of Arsenic, unfortunately one part too much to grant a further extension for treatment. That is one part!!! Only one above!!!

OK, we need treatment. There are several options:

1) A treatment plant as proposed and designed by AA water, at a very high capital cost and significant cost of delivered, treated water, more than doubling the current billing. And this is the only option AA water wants to deliver. No look at alternatives with associated cost. Why is this not presented? There are lower cost system readily available, no need to pay for engineering etc.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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2) Share the cost of the Arsenic investment and cost of treatment with all customers within the AA water system. But again, point 1) would have to be investigated for validity!

3) POU, the green system. Why treat my toilet and garden water, when the only water we cook with and drink comes from the tap in the kitchen? The under the sink installation is low cost, less than \$500, can be maintained by the owner, with automatic indicators when the treatment cartridge has expired. There are now cartridges that last one year! There is much less hazardous waste to dispose of the cartridge than the hazardous waste generated from a central treatment facility that filtered all the water! Does'nt this make sense?

Well, the water company is responsible for maintaining a POU system. It claims it is too expensive, legality of entry into homes once or twice a year to make sure the system is serviced and functioning properly. My background is Industrial Engineering. It does not take much science to calculate that one person employed can service 520 connections over a years time. So that is \$50,000/yr. We need more employment!

We can write the legal requirement to enter a home once or twice per year to conduct that service. The heating/air conditioning service comes to my house three times a year per contract.(\$150/yr) If owners resist, or don't make themselves or designated contacts available while absent, turn the water off!

If we go with a POU system, I am sure with all the green stimulus money, there would be funds available to provide for the installation of such systems.

I am not sure I want to trust AA water. The company, which originally was owned by RWE in Essen/ Germany invested in drinking water systems about 15 years ago (along with French Vivendi and others) worldwide, having been told by investment consultants that the future for clean water would be extremely profitable. They overlooked, that almost all water systems are regulated by public commissions, limiting the returns.

RWE has since sold the water systems in Djakarta, Indonesia, and London. It also holds now only 50% of AA-water shares.

So, in order to improve the profits in the existing systems, they invest capital, too much capital, because they can claim a 7-9% return on that portion. This incentive makes them look at every opportunity to capitalize, from what could be expenses to over-design systems. AA-water therefore is not interested to pursue funding through grants or low interest loans.

I hope, that you and the other commissioners investigate the rate increase requests before you carefully. The current economic environment, where the world has lost 50% of its assets, requires low cost solutions and personal attention and commitment. I believe, that a POU system is the right way, the green way!

Sincerely, Heinz J. Hohendorf



\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

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3/11/2009 - Email from Chairman Mayes Office to Customer:

---Original Message---

From: Sheila Stoeller On Behalf Of Mayes-WebEmail  
Sent: Wednesday, March 11, 2009 3:20 PM  
To: [REDACTED]  
Cc: Giancarlo Estrada; Connie Walczak  
Subject: RE: AZ-American water issues, rate increases projected

Mr. Hohendorf,

Thank you for your well thought-out ideas and suggestions regarding arsenic issues in Tubac, as well as for your thoughts re their rate case. Your email will be placed in the docket by our Utility Division. Thank you for your letter and your concern.

Sheila Stoeller  
Executive Aide to  
Chairman Kris Mayes  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, AZ 85007  
[REDACTED]

sstoeller@azcc.gov

CLOSED  
\*End of Comments\*

**Date Completed: 3/12/2009**

**Opinion No. 2009 - 77492**

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

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

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**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED] 29

**Priority:** Respond Within Five Days

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**Opinion No. 2009 - 77455**

**Date:** 3/11/2009

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

**Complaint By:** **Michael & Dorlyta Strub**

**Account Name:** Michael & Dorlyta Strub

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Fort Mohave

**CBR:**

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

**is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** (602) 215-0107

**Nature of Complaint:**

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - MOHAVE WASTE WATER DISTRICT):

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

March 7, 2009

Arizona Corporation Commission  
1200 W Washington, Suite 206  
Phoenix AZ 85007

Commissioners,

Most businesses must make capital investments in order to create a product or provide a service. They then recapture their investment and a reasonable profit from the revenues generated by that business. They take risk in doing this and sometimes go for periods of time without profit or even endure losses.

Arizona American Water apparently believes they should be immune to such things. They want us to pay their capital costs (and profits) on investments they make for future customers. They should shoulder the risks of investing capital in plant expansion for future business and not ask us to do so for them. Likewise, any ongoing business should provide for maintenance and replacement/improvements of equipment by setting aside a portion of revenue for that purpose.

It simply is not right or fair to saddle us, the existing customer base, with expenditures made by Arizona American Water for their benefit not ours. When we purchased our home in 2005, the Arizona American Water sewer charge was \$39.84 per month, the highest rate we had ever paid. Two years later it was raised 25% to \$49.75!

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

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Please do not raise them again!

Michael & Dorlyta Strub

  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED  
\*End of Comments\*

**Date Completed: 3/11/2009**

**Opinion No. 2009 - 77455**

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

EUGENE W. DENTON, P.D.  
15411 W. ROBERTSON DR.  
SUN CITY WEST, AZ 85375

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

*Eugene W Denton + Vanita S Denton*  
Name(s) and Address

*15411 W ROBERTSON DR. SUN CITY WEST, AZ 85375*

RECEIVED  
ARIZONA CORPORATION COMMISSION  
PHOENIX, ARIZONA  
JUN 10 2008

Iva Marie Jackson

12913 W Castlebar Drive  
Sun City West, AZ 85375-3256  
Home (623) 584-8451

March 9, 2009

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

Docket No. W-01303A-08-0227

Dear Commissioners,

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

Arizona American Water is asking for an outrageous annual revenue increase of approximately \$4,275,958, which is 75.53% over current revenues at a time when the entire country is in a financial crisis. And this increase is just for the Sun City West Water District! Please protect us by drastically slashing the rate increase you allow Arizona American Water to charge the retired residents of Sun City West. Your assistance will be greatly appreciated by me and all of the residents in Sun City West.

Sincerely



Iva Marie Jackson

cc(s): RUCO  
1110 W Washington St., Suite 220  
Phoenix, AZ 85007

PORA (Sun City West Property Owners and Residents Association)  
13815 W Camino del Sol  
Sun City West, AZ 85375

LAVA DRIVE HOME OWNERS'S ASSOCIATION  
SUN CITY WEST, ARIZONA  
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,

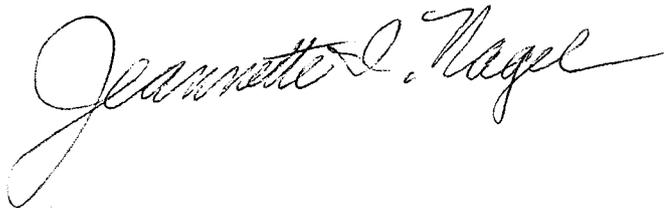
We live in the Lava Drive Home Owners Association of Sun City West, Arizona which has thirty five (35) homes and we are appalled by the ridiculously high rate increase requested by AZ/AM Water.

We certainly cannot understand how they justify an increase of 79.96% in the water rate for our area.

Is this another case of poor management and poor planning by AZ/AM and now they want the customer to be the savior of the problems they themselves have created.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for 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 residences in Sun City West Arizona.

Sincerely,



Print your name: JEANNETTE I. NAGEL

Address: 13928 W. COUNTRYSIDE DR.  
SUN CITY WEST, AZ, 85375

LAVA DRIVE HOME OWNERS'S ASSOCIATION  
SUN CITY WEST, ARIZONA  
85375

Date; 3-9-09

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 the Lava Drive Home Owners Association of Sun City West, Arizona which has thirty five (35) homes and we are appalled by the ridiculously high rate increase requested by AZ/AM Water.

We certainly cannot understand how they justify an increase of 79.96% in the water rate for our area.

Is this another case of poor management and poor planning by AZ/AM and now they want the customer to be the savior of the problems they themselves have created.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for 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 residences in Sun City West Arizona.

Sincerely,

*Carol R. Berkley*

Print your name: CAROL R. BERKLEY

Address: 18603 N. 136<sup>th</sup> DR  
SUN CITY WEST, AZ 85375

Carol Berkley  
18603 N 136th Dr.  
Sun City West, AZ 85375

March 2, 2009

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

Reference W-01303A-08-0227

As a retired senior I cannot believe the unmitigated gall of the Arizona American Water Company to request of the ACC an increase in Mohave County homeowner waste water rates from \$49.75 to \$89.10 a month! How can this be necessary? My bill increased 25% less than 18 months ago which was to cover "increased operating expenses." How can they now require another 80% increase? They say it is to pay for improved and expanded facilities. We don't need improved and expanded facilities. If they do to accommodate new developments and new customers, let the new developments and new customers pay their own way – we did. The city of Bullhead City charges less than half of what we pay now. How can they be so efficient? Perhaps AZ American needs to be taken over by the government.

I strongly protest this request for additional fees by AZ American Water Company. This will simply be unfair to the residents affected in the communities of Los Lagos and Desert Lakes. In addition to the horrendous and unaffordable fees to be imposed, the effect on our property values and salability must be considered. In these times, it is very difficult to sell our lots and homes – this additional increase will be totally disastrous. For those people who have not yet built on their lots, this increase can seriously hamper their ability to afford to build for a long time – if ever.

Again, please deny the request for a fee increase by AZ American Water Company.

Thank you for your consideration.

Very truly yours,

*Albert M. Trueman*  
*V. Eileen Trueman*  
*2054 E. Lago Grande Bay*  
*Fort Mohave, AZ 86426*

**Al Trueman**  
2054 E. Lago Grande Bay  
Bullhead City, AZ 86426

February 2009

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

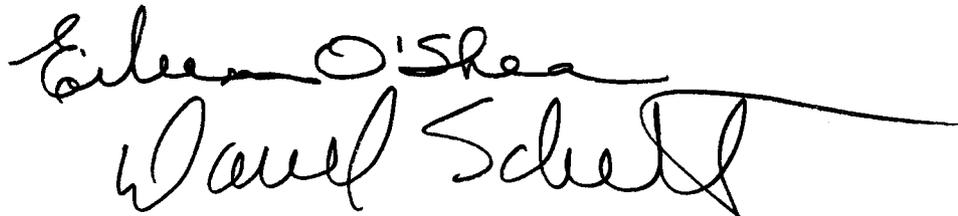
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

I live in Sun City West, Arizona and am appalled at the ridiculously high rate increase requested by Arizona American Water. I am retired on a fixed income and cannot afford to pay an increase of 79.96% in water rates.

Please protect me and other retirees by drastically reducing the rate increase you grant AZ/AM Water. Arizona American Water is asking for a 500% increase in operating income at a time when the entire country is in a financial quagmire. Your careful consideration will be greatly appreciated by all of us residents in Sun City West.

Sincerely,

Handwritten signatures of Eileen O'Shea and Daniel Schultz. The signature of Eileen O'Shea is written in cursive and is positioned above the signature of Daniel Schultz, which is also in cursive and includes a long horizontal flourish extending to the right.

*Eileen O'Shea  
Daniel Schultz  
12946 W Desert Glenn Dr  
Sun City West, AZ 85375*

March 4, '09

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

Packet No. W-01303A-08-0227 AND SW-01303A-08-200

Commissioners:

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

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

Sincerely,  
Peggy Koziel  
18032 N. 134 Drive  
Sun City West, Az. 85375

Ms. Peggy Koziel  
18032 N 134th Dr  
Sun City West, AZ 85375-4927

LAVA DRIVE HOME OWNERS'S ASSOCIATION  
SUN CITY WEST, ARIZONA  
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,

We live in the Lava Drive Home Owners Association of Sun City West, Arizona which has thirty five (35) homes and we are appalled by the ridiculously high rate increase requested by AZ/AM Water.

We certainly cannot understand how they justify an increase of 79.96% in the water rate for our area.

Is this another case of poor management and poor planning by AZ/AM and now they want the customer to be the savior of the problems they themselves have created.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for 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 residences in Sun City West Arizona.

Sincerely,

Print your name: Magda Bathory

Address: 13712 W. Countryside Dr.  
Sun City West Az. 85375

Ms. Magda Bathory  
13712 W. Countryside Dr.  
Sun City West, AZ 85375-4740

March 13, 2009

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

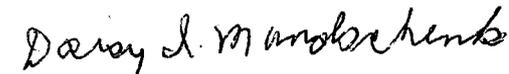
Docket No. W-01303A-08-0227 and SW-01303A-08-2007

Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra funds 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 crises. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.

Sincerely



Harold R. Mundschenk  
Daisy I. Mundschenk  
13418 W. Shadow Hills Dr.  
Sun City West, AZ 85375

March 1, 2009

Arizona Corporation Commission

1200 W. Washington Street, Room 1

Phoenix, AZ 85007

Dear Commissioners:

We join many other retired citizens in our community to speak against the proposed exceedingly high water rate increase requested by the AZ/AM Water.

We do not feel that such an increase is warranted at a time when there are very serious problems with our entire economy. Food, gas and health care, among many other costs, are going up at an alarming rate and those of us who are living on a fixed income will be especially adversely affected by this drastic increase.

Please help and protect us by drastically reducing the rate increase requested by AZ/AM Water. Your assistance will be greatly appreciated by all the senior residents of Sun City West.

Sincerely,

Carol A. Sagert

Address:

13624 W. Aleppo Dr

Sun City West, Az. 85375

March 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 shocked 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. And, we are in a Homeowner's Association and have very little control over the other members of our Association regarding their usage of water.

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,

*George & Gaye Swenson*

George and Gaye Swenson  
12711 W. Ballad Drive  
Sun City West, AZ 85375  
623-214-0346

March 1, 2009

Arizona Corporation Commission

1200 W. Washington Street, Room 1

Phoenix, AZ 85007

Dear Commissioners:

We join many other retired citizens in our community to speak against the proposed exceedingly high water rate increase requested by the AZ/AM Water.

We do not feel that such an increase is warranted at a time when there are very serious problems with our entire economy. Food, gas and health care, among many other costs, are going up at an alarming rate and those of us who are living on a fixed income will be especially adversely affected by this drastic increase.

Please help and protect us by drastically reducing the rate increase requested by AZ/AM Water. Your assistance will be greatly appreciated by all the senior residents of Sun City West.

Sincerely, ROBERTA E. MELONE

*Roberta E. Melone* for *Estate of Elizabeth Thomas*  
ELIZABETH THOMAS

Address:

*18408 N. Spanish Garden Dr*  
*Sun City West AZ 85375*

Mrs. Dorothy A. Anderson  
18637 N 136th Dr.  
Sun City West, AZ 85375

LAVA DRIVE HOME OWNERS'S ASSOCIATION  
SUN CITY WEST, ARIZONA  
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,

We live in the Lava Drive Home Owners Association of Sun City West, Arizona which has thirty five (35) homes and we are appalled by the ridiculously high rate increase requested by AZ/AM Water.

We certainly cannot understand how they justify an increase of 79.96% in the water rate for our area.

Is this another case of poor management and poor planning by AZ/AM and now they want the customer to be the savior of the problems they themselves have created.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for 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 residences in Sun City West Arizona.

Sincerely,

Print your name:

*Dorothy A. Anderson*  
DOROTHY A. ANDERSON

Address:

18637 N 136<sup>th</sup> DR  
SUN CITY WEST, AZ 85375

LAVA DRIVE HOME OWNERS'S ASSOCIATION  
SUN CITY WEST, ARIZONA  
85375

Date; 3/10/09

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

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

Dear Commissioners,

We live in the Lava Drive Home Owners Association of Sun City West, Arizona which has thirty five (35) homes and we are appalled by the ridiculously high rate increase requested by AZ/AM Water.

We certainly cannot understand how they justify an increase of 79.96% in the water rate for our area.

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Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. AZ/AM Water is asking for 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 residences in Sun City West Arizona.

Sincerely,

Marilyn J. Larson  
Arne Larson

Print your name: ARNE & MARILYN LARSON

Address: 18613 N. 136<sup>TH</sup> DRIVE

SUN CITY WEST, AZ, 85375

Mrs Marilyn Larson  
18613 N 136th Dr  
Sun City West, AZ 85375-4742

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

Ron and Ruth Brown  
13931 Summerstar Dr.  
Sun City West, AZ 85375

**lizjwh**

---

**From:** "lizjwh" <lizjwh@cox.net>  
**To:** "Liz Hamilton" <lizjwh@cox.net>; <<http://www.cc.state.az.us>>  
**Sent:** Wednesday, March 11, 2009 9:23 AM  
**Subject:** huge water rate increase in SCW

Arizona Corporation Commission  
1200 W. Washington St., Room 1  
Phoenix, AZ 85007  
March 11, 2009

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

**Dear Commissioners,**

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

**AZ/AM says they have not asked for a rate increase since 2001 but they seem to be able to add more fees to compensate for not asking for a rate 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 the entire country is in a financial crisis. Your assistance will be greatly appreciated by us and all of the residents in Sun City West.**

**Thank you for your time and efforts in protecting all residents in Sun City West.**

**Sincerely,**

**Jerry and Liz Hamilton**                      **[lizjwh@cox.net](mailto:lizjwh@cox.net)**

**14208 W. Caballero Dr.**

**Sun City West, AZ 85375**

*(Liz) Allen Hamilton*  
*Gerald W. Hamilton*

3/11/2009

March 1, 2009

Arizona Corporation Commission

1200 W. Washington Street, Room 1

Phoenix, AZ 85007

Dear Commissioners:

We join many other retired citizens in our community to speak against the proposed exceedingly high water rate increase requested by the AZ/AM Water.

We do not feel that such an increase is warranted at a time when there are very serious problems with our entire economy. Food, gas and health care, among many other costs, are going up at an alarming rate and those of us who are living on a fixed income will be especially adversely affected by this drastic increase.

Please help and protect us by drastically reducing the rate increase requested by AZ/AM Water. Your assistance will be greatly appreciated by all the senior residents of Sun City West.

Sincerely,

Albert Temple

Address:

13630 W. Aleppo Dr

Sun City West, AZ 85375