

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



ARIZONA CORPORATION COMMI

ORIGINAL

UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion No. 2009 81719 Date: 9/10/2009

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

Complaint By: **First:** Phillip J. & Rita M. **Last:** Fruth

Account Name: Phillip J. & Rita M. Fruth **Home:** [REDACTED]

Street: [REDACTED] **Work:**

City: Sun City West **CBR:**

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

Utility Company: Arizona - American Sewer Company

Division: sewer

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

Nature of Complaint:

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

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

From: [mailto:[REDACTED]]
Sent: Wednesday, September 09, 2009 2:49 PM
To: Utilities Div - Mailbox
Subject: Complaint Form Submittal

Please confirm receipt by return email.

ATTACHED:

9/9/2009

Phillip J. & Rita M. Fruth
[REDACTED]
Sun City West, [REDACTED]
Ph: [REDACTED]
Email: [REDACTED]

Wednesday, September 09, 2009

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St.

Arizona Corporation Commission

DOCKETED

SEP 11 2009

DOCKETED BY [Signature]

RECEIVED
2009 SEP 11 P 3:14
UTILITY COMPLAINT SECTION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Phoenix, AZ 85007

The following information is submitted regarding water & sewer service to the property at the above-mentioned address, AZ American Water (AZAW) customer account 23-0268647-8 (Rita M. Fruth), and those similarly situated in the Corte Bella residential development, who would be further impacted by the revised rate proposal Docket No. W-01303A-08-0227.

SUMMARY OF COMPLAINT/INQUIRY

* The customer contends that AZAW failed to provide adequate review of water meter sizing at initial installation appropriate for the anticipated usage and has benefited unfairly since initial installation. The customer continues to bear the burden of the higher monthly costs associated with a 1" size meter versus a $\frac{3}{4}$ " size meter and receives no benefit in return. Only higher costs. The problem is only made worse by higher costs for arsenic recovery for a 1" meter size versus a $\frac{3}{4}$ " meter.

* Considering only the basic cost of delivered water, the installed 1" size meter, in comparison with rates for a $\frac{3}{4}$ " meter, would be roughly 62% higher for a usage of 10,000 gallons. The cost premium associated with the larger 1" meter can actually range from 105% (4,000 gallons usage) to 35% (20,000 gallons usage). The cost premium is most significant in the more typical usage range of 7,000 - 10,000 gallons. Estimates of the cost premium being paid currently are shown in the attached chart (Attachment 1).

* Regardless of input from the developer or his associates at time of initial application and meter installation, lack of appropriate review by AZAW fails to comply with the following "Rules and Regulation Applicable to Water Service of Agua Fria Water District", applicable to the responsibilities of AZAW, including Rule No. 6, Provision of Service, dated July 1, 2004

ELECTION OF RATE SCHEDULES which states "The Company shall use its best efforts to select the most favorable rate for which the customer is eligible based on available data at the time of application. The Company shall use its best efforts for notifying the customer of the most favorable rate schedule if the class has changed after initial application, and shall not be required to refund the difference in charge under different rate schedules. Upon written application of any material changes in the customer installation, the Company will assist in determining if a change in rate schedule is desirable."

*The remedy suggested by AZAW, basically meter downsizing, including a requirement for a stamped letter from a Registered Professional Engineer and a yet-to-be-determined meter change out fee are considered unreasonable and unwarranted. These total fees and expenses are likely in the range of \$600 - \$700. Any reasonable review would have confirmed the suitability of the smaller, $\frac{3}{4}$ " meter at original installation. The customer estimates the overcharges for the 1" meter versus a $\frac{3}{4}$ " meter already amount to over \$500 during the recent three year period.

TECHNICAL COMMENTS ON METER SIZING

* Currently, the installed meter is a Neptune model T-10, one inch size meter. The vendor literature is included in this document for reference (Attachment 2). The main design selection criteria for meter sizing, being anticipated range of flow and pressure drop, are shown in the vendor graphs for both 1" size and $\frac{3}{4}$ " size meters. Considering that irrigation water loading was measured below 2 gpm and typical in-house loads (shower, laundry, etc) are similar, it is unlikely that any total load would exceed 10 gpm total for the single family home. Regardless of water inlet pressure, the benefit of a 1" meter over a $\frac{3}{4}$ " meter is barely 1psi differential at 10 gpm. This in no way justifies the installation of a 1" meter size since the delivered pressure to the home is nearly identical with a more cost effective $\frac{3}{4}$ " meter. There are no fire protection systems involved with the residential dwelling.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

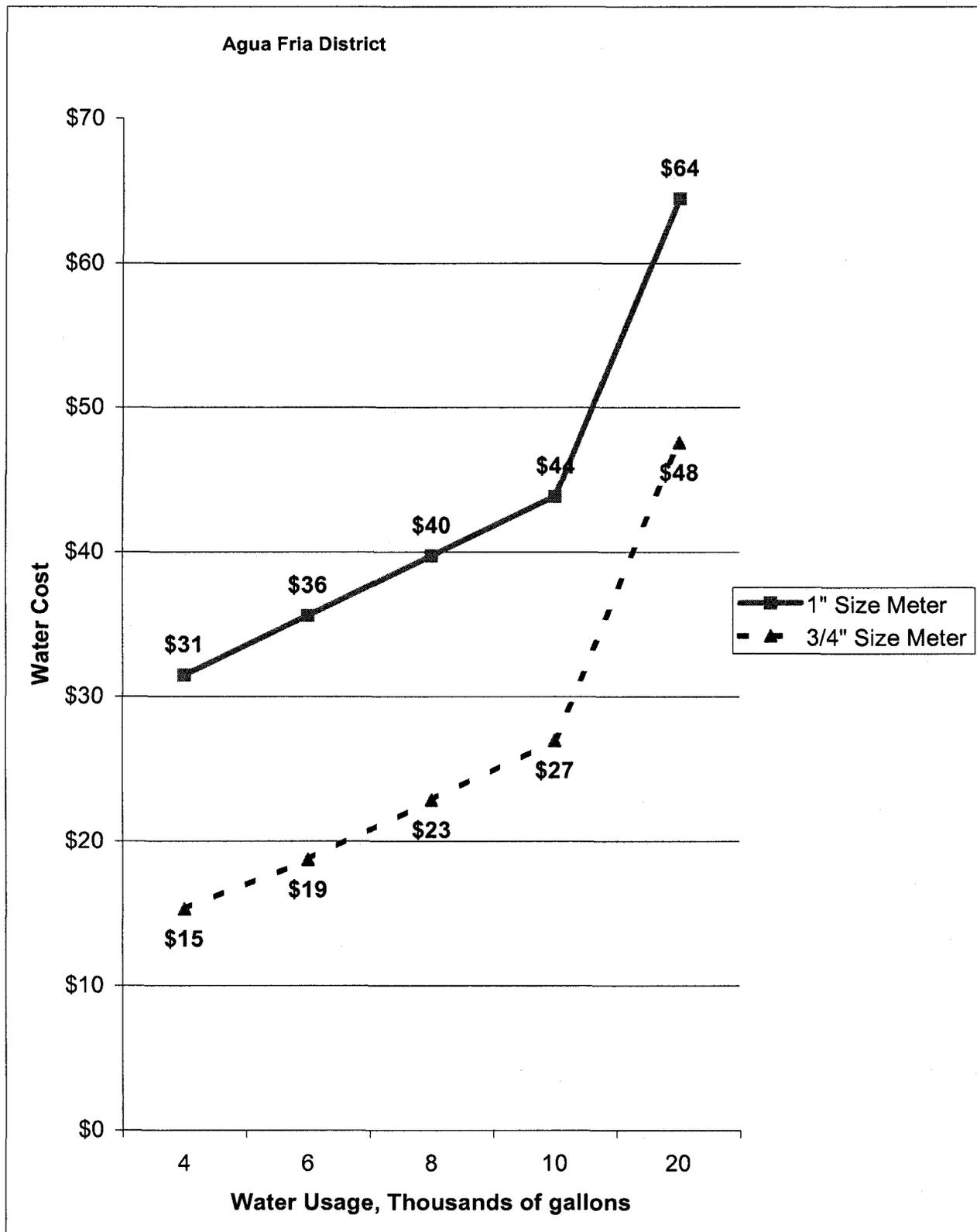
Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 9/10/2009

Opinion No. 2009 - 81719



Adobe Acrobat Professional - [Neptune T-10 Water Meter Specs 1-1JAH07.pdf] 9/9/2009
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PRODUCT SHEET

ARB® UTILITY MANAGEMENT SYSTEMS™

NEPTUNE
TECHNOLOGY GROUP

T-10 METER
SIZES: 5/8", 3/4", and 1"

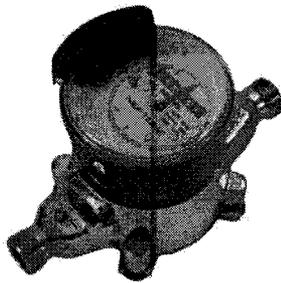
T-10 water meters are warranted for performance, materials, and workmanship.

Every T-10 water meter meets or exceeds the latest AWWA C700 Standard. Its nutating disc, positive displacement principle is time-proven for accuracy and dependability since 1892, ensuring maximum utility revenue.

The T-10 water meter consists of three major assemblies: a register, a no-lead high copper alloy maincase, and a nutating disc measuring chamber.

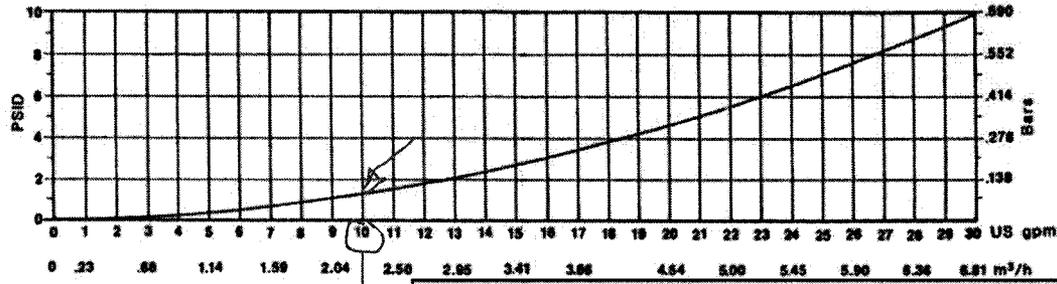
KEY FEATURES

- Register
 - Magnetic drive, low torque registration ensures accuracy
 - Impact-resistant register
 - High resolution, low flow leak detection
 - Bayonet style register mount allows in-line serviceability
 - Tamperproof seal pin deters theft
 - Date of manufacture, size, and model stamped on dial face
- No-Lead Maincase
 - Made from no-lead high copper alloy
 - ANSI/NSF 61 Certified
 - Lifetime guarantee



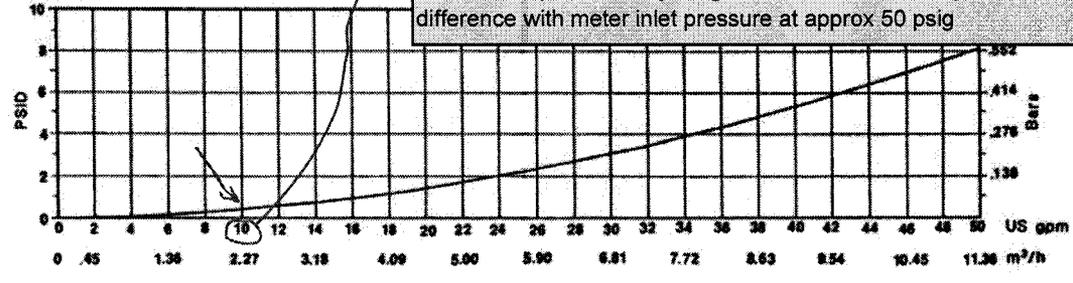
3/4" meter

3/4" PRESSURE LOSS



1" meter

1" PRESSURE LOSS



At 10 gpm water flow pressure drops for 1" meter and 3/4" meter are within 1 psi, basically insignificant. Less than 2% pressure difference with meter inlet pressure at approx 50 psig

OPERATING CHARACTERISTICS