

IN-01303A-08-0227
SW-01303A-08-0227



0000104064

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM RECEIVED

Investigator: Deb Reagan

Phone: [REDACTED] 2009 OCT 28 Fax: [REDACTED]

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
PROPERTY CONTROL

Opinion No. 2009 82513

Date: 10/20/2009

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

Complaint By: First: Dale C. Last: Johnson

Account Name: Dale C. Johnson Home: [REDACTED]

Street: [REDACTED]

Work:

City: Scottsdale

CBR:

State: AZ Zip: 85250

Is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

Customer sent the following -

To: Arizona Corporation Commission, Consumer Services Section Oct 13, 2009
1200 West Washington Street
Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED

OCT 20 2009

From: Dale C. Johnson

[REDACTED]
Scottsdale, Az 85250
[REDACTED]

DOCKETED BY [REDACTED]

Subject: Requested 20% rate increase by Arizona American Water Company

This proposed increase right on top of a 25% property tax increase could be the direct cause of some Scottsdale and Paradise Valley residents losing their homes and it is not "EQUAL FOR ALL RESIDENTS".

A rate increase of \$.70/day is proposed for homes with a 5/8" water meter and a rate increase of \$1.75/day is proposed for homes with a 1" meter, Same amount of water usage. This amounts to \$31.50/month (\$378.00/year) more for those who happen to be blessed with a 1" meter; SAME AMOUNT OF WATER, same input pipe, just a different meter. Next door neighbors can have different size meters and use the same amount of water but a much different water bill. One inch meters were put in as a Scottsdale requirement for new or remodeled homes. "SAME AMOUNT OF WATER USAGE AS NEIGHBORS, \$378.00 MORE PER YEAR". When questioned about this, the company has said it is because of the "infrastructure required to feed a 1" meter. It is exactly the same infrastructure. These installations were required because of the fire protection

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

sprinkler system which cost approximately \$6000.00 to the home owner. These homes requires less fire protection because they have this mandated "sprinkler system" and should a fire occur, will pay for the added water!

Who owns the American Water Company? The answer is that a German Company owns approximately 50%. The Logical question is "why would Scottsdale and Arizona want a foreign country to receive, the profits received from its citizens, as the result of a proposal which Scottsdale and the Corporation Commission must approve and why should we pay for it?"

As a resident of Arizona for 49 years and Scottsdale for 35 years, I have never seen Scottsdale throw money away without knowing that they were doing it!

What happened to the proposal to BUY THE ARIZONA AMERICAN WATER CO. and keep the profits here?

Please give these comments your consideration when deciding to award this company any further compensation rather than improving their operating procedures and effectiveness. Also, I would appreciate an answer concerning what happened to the survey, which I completed, on Scottsdale assuming the ownership and management of the Arizona American Water Company.

Sincerely,

Dale C Johnson

CC: Scottsdale City Council
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: 10/20/2009

Opinion No. 2009 - 82513
