

W-01303A-09-0343
SW-01303A-09-0343



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ARIZONA CORPORATION COMMI

ORIGINAL

UTILITY COMPLAINT FORM

47

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83249

Date: 11/23/2009

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

Complaint By: First: Tom Last: Witt

Account Name: Torn and Claire Witt

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Anthem

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Rates have increased from \$90/month to \$160-170/mo in the past 2 years and now we are hearing about another substantial increase. This is irresponsible on the part of the utility company. It will result in hardships to many current homeowners, will cause some to move and will make it even more difficult to sell homes in Anthem. This wonderfully designed and developed community will unravel if this proposal is adopted.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/23/09 I contacted consumer and informed him that his opinion had been received and that it will be filed in the docket. I also informed him that distribution will be made to Commissioners and staff member assigned to this matter. Closed

Filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343

End of Comments

Date Completed: 11/23/2009

Opinion No. 2009 - 83249

Arizona Corporation Commission

DOCKETED

NOV 24 2009

DOCKETED BY [Signature]

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AZ CORP COMMISSION
DOCKET CONTROL

W-01303A-09-0343
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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83248

Date: 11/23/2009

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

Complaint By: First: Arnold Last: Porter

Account Name: Arnold Porter

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Anthem

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

The rate increases as requested may force those already facing financial hardship to lose their homes. can't believe it is the public's interest to grant increase requests of close to 100% to utilities that have a monopoly for services in a community.

Our water and wastewater fees should be similar to other communities and not the extremes proposed.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/23/09 I tried to contact consumer and left the following information that his opinion had been received and that it will be filed in the docket. I also informed him that distribution will be made to Commissioners and staff member assigned to this matter. Closed

Filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343

End of Comments

Date Completed: 11/23/2009

Opinion No. 2009 - 83248

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83244

Date: 11/23/2009

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

Complaint By: **First:** Susan **Last:** Songe

Account Name: Susan Songe

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Anthem

CBR: [REDACTED]

State: AZ **Zip:** 00000

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

We have had excessive increases in our Anthem water rates over the past few years and cannot be further penalized. The proposed increase is outrageous and could well cause many, many more of us to not be able to afford to continue living here, especially in these already financially challenging times with many, like myself, having poured our money into purchasing in our homes and values now being only a third of what they were when we bought, and our incomes having also significantly declined. Please, please do the right thing and do NOT approve an increase. Thank you!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/23/09 I tried to contact consumer and left a voicemail informing her that the opinion had been received. Also that it will become part of the permanent docket and distribution will be made to each Commissioner and staff people assigned to this matter. I included my name and contact number if she wanted to call back. Closed

Filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343

End of Comments

Date Completed: 11/23/2009

Opinion No. 2009 - 83244

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83250

Date: 11/23/2009

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

Complaint By: First: Delores & Paul Last: Ruedinger

Account Name: Delores and Paul Ruedinger

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Anthem

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

We are NOT in favor of the water rate increase. This is an unfair increase that we are not legally responsible for.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/23/09 I tried to contact consumers and I left a voicemail informing them that their opinion had been received and that it will be filed in the docket. I also informed them that distribution will be made to Commissioners and staff member assigned to this matter. Closed

Filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343

End of Comments

Date Completed: 11/23/2009

Opinion No. 2009 - 83250

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83247

Date: 11/23/2009

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

Complaint By: First: John Last: Miller

Account Name: John Miller

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

I strongly oppose both rate increase requests. A 27.7% increase in water rates is well beyond reasonable and a 40.8% increase in waste water rates is beyond absurd.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/23/09 I contacted consumer and informed him that his opinion had been received and that it will be filed in the docket. I also informed him that distribution will be made to Commissioners and staff member assigned to this matter. Closed

Filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343

End of Comments

Date Completed: 11/23/2009

Opinion No. 2009 - 83247