

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



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ORIGINAL

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83320

Date: 11/25/2009

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

Complaint By: **First:** Paul **Last:** Kale

Account Name: Paul Kale

Home: (000) 000-0000
Arizona Corporation Commission

Street: n/a

Work:

DOCKETED

City: Sun City West

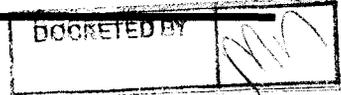
CBR:

State: AZ **Zip:** 85375

is:

NOV 25 2009

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 *****

*** REFERRED FROM CHAIRMAN MAYES' OFFICE ***

Customer sent the following -

My wife and I have lived in Sun City West for seven years. We moved from the Chicago area, where we had water rate increases in very small amounts over the years. When we learned of this ridiculous increase, we could not believe it.

I retired in 1980 on a very limited pension and, with the cost of living being so high now, it will be very hard to make it.

Please see what you can do to stop this outright fraud.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

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AZ CORP COMMISSION
DOCKET CONTROL

Date Completed: 11/25/2009

Opinion No. 2009 - 83320

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UTILITY COMPLAINT FORM

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83319

Date: 11/25/2009

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

Complaint By: **First:** Jayne W. **Last:** Everett

Account Name: Jayne W. Everett

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: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

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

*** REFERRED FROM CHAIRMAN MAYES' OFFICE ***

Customer sent the following -

Dear Arizona Corporation Commission Commissioner:

My husband and I are retirees who reside in Sun City West. My 82 year-old husband has recently had to resign from his part-time job. We live on a fixed income. Since September of 2008 most citizens (including seniors in SCW) have lost approximately 50% of our retirement savings due to our irresponsible U.S. Congress and corporate manipulators. We do not need our water company picking our pockets, too. A 7.3% guaranteed return on investment built on the backs of senior citizens in perilous economic times is unconscionable. We find the proposed average \$12.00+ water rate increase by Arizona American Water to be excessive and unreasonable. Particularly, when we understand that in 2010 Arizona American plans on charging an additional average increase of \$6.00 to SCW resident's monthly bills for waste water processing. Our water provider is exploiting this community.

Are you aware that that Sun City West was completely built-out in 1998? We are not a growing city. No other houses will be built in our community. Arizona American Water will not be expanding its facility in our community. It will be maintaining the facility. Why should we have to pay such exorbitant rates?

It is our understanding that nearly \$1,000,000 will be transferred annually from rate payers to the parent company, American Water Works. There are also inclusions for executives' bonuses' in expense charges to SCW customers. These are also inappropriate, especially in light of the Illinois Commissioner ruling against this company on this practice last year, as they should be charged to the parent company. (Maybe we can get the Treasury Department to look at executive bonuses for this company).

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We appeal to your reasonable and fair judgement in determining the outcome of the SCW Water Rate Increase. We understand and accept that AZ American must contend with depreciation and inflation. But we hope that you realize we, also, must contend with depreciation and inflation. We hope you will give the citizens of our community the benefit of the doubt. Thank you for your time.

Sincerely,

Jayne W. Everett

[REDACTED]
Sun City West, AZ 85375

[REDACTED]
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: 11/25/2009

Opinion No. 2009 - 83319

ARIZONA CORPORATION COMMISSION
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smaller portions of the requested rate increase.

Please protect Sun City West taxpayers so that all Arizona American Water customers equally share Commissioner approved rate increase.

Sincerely

Ronald/Rosemary Binkowski

[REDACTED]
Sun City West, Az 85375

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: 11/25/2009

Opinion No. 2009 - 83322

W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83321

Date: 11/25/2009

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

Complaint By: First: Ruth Last: Goldstein

Account Name: Ruth Goldstein

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: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

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

*** REFERRED FROM CHAIRMAN MAYES' OFFICE ***

Customer sent the following -

Dear Mr. Mayes-

For all of us in Sun City West, the prospect of the huge increase of water rates is terrifying. The economy problems are many for seniors as it is and with no cost of living increases this year plus a rise in medical costs retirees are finding it hard to keep making ends meet and then you come up asking for this huge raise. Please think this over before making such a drastic step.

Ruth Goldstein

[REDACTED]
Sun City West, AZ
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: 11/25/2009

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2009 - 83321

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2009 - 83318
