

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



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ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

47
69

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83415

Date: 11/30/2009

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

Complaint By: **First:** Jay **Last:** Kopas

Account Name: Jay Kopas

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Phoenix

CBR: [REDACTED]

State: AZ **Zip:** 85086

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Arizona Corporation Commission **Contact Phone:** [REDACTED]

Nature of Complaint:

DOCKETED

11/25/2009

DEC - 1 2009

Jay Kopas

Phone: [REDACTED]
Email: [REDACTED]

DOCKETED BY [REDACTED]

RECEIVED
2009 DEC - 1 A 11: 49
AZ CORP COMMISSION
DOCKET CONTROL

Docket you wish to comment on: w-01303A-09-03343 and SW-01303A-09-0343
Docket Number: W-01303A-09-0343
Case or Utility Name: Arizona American Water
Position on Docket: Con

There is no way they should be granted ANY increase to pay for the improvements or infrastructure. We were one of the "first Anthem families" and were NEVER informed that down the road there would be a huge bill to pay for the water. If we were, we never would have moved here. This increase would raise our monthly water and sewer bill to more than 200 dollars a month. We have no lawn, only basic desert landscaping and our water bill is outrageous. We are already struggling to make ends meet and an increase would put us over the top. No one would want to move here either if they knew of how astronomical the water bills are. That also hurts our resale value which has already been hit by the real estate downturn. Now this. We already had to struggle with the last increase which brought our bill from in the 70's a month to 130's each month. Now they are asking for another large increase. NO WAY. I vote every election and I do have a memory.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

11/30/09 I contacted consumer and informed him that his opinion had been received. I also informed him that distribution of his opinion would be made to the Commissioners and staff members assigned to the matter.
Closed

Filed in Docket No. W-01303A-09-0343 and SW-01303A-09-0343
End of Comments

Date Completed:

Opinion No. 2009 - 83415

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 83416

Date: 11/30/2009

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

Complaint By: **First:** Gregory **Last:** Lehman

Account Name: Gregory Lehman

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Phoenix

CBR: [REDACTED]

State: AZ **Zip:** 85086

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

11/26/2009

Gregory Lehman

[REDACTED]
Anthem, AZ 85086

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: Arizona American Water utility proposed rate increase
Docket Number: W-01303A-09-0343
Position on Docket: Con

It is a travesty that we the American citizen have to take on the responsibilities for something we did not have any control of. Whether we be an individual, company, or an corporation, we need to accept the consequences for our own actions. Which is not apparent with the case of this proposed water increase. This will be a tremendous hardship for those who are hurting financially. Then what will be the consequences for those who are hurt by this? Loss of home life?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

11/30/09 I tried to contact consumer and left him a voicemail stating that his opinion had been received and it will become part of the permanent docket. I also included that distribution will be made to Commissioners and staff member assigned to the matter. I left my name and telephone number to contact if he had any questions.
Closed

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

End of Comments

Date Completed: 11/30/2009

Opinion No. 2009 - 83416

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Christy Parker

Phone: /

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 83300

Date: 11/24/2009

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

First:

Last:

Complaint By: Bernard W

Pfile

Account Name: Bernard W Pfile

Home:

Street:

Work:

City: Phoenix

CBR: |

State: AZ **Zip:**

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

11/24/2009

Docket number W-01303A-09-0343

When I purchased my home, six years ago with my spouse, it was never disclosed that we would be paying for the infrastructure of this water and sewer systems. I am on social Security and it is making it harder to pay these bills. I think it is like buying a car. You settle on an amount and sign papers and three or four years latter they say oh by the way, you owe us more for an amount not previously disclosed. What a deal, when American water bought this they knew of this and it should be there problem. I am sure all business would like this. I think it is there problem, not ours. How would you like this as your personal problem at your home. Thanks for your help in refusing this rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24/2009

Docket number W-01303A-09-0343

Sent to Richard Weiss in Phoenix for docketing.

End of Comments

Date Completed: 11/27/2009

Opinion No. 2009 - 83300

W-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Christy Parker

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 83298

Date: 11/24/2009

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

Complaint By: First: David Last: Frym

Account Name: David Frym

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip:

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

11/24/2009

Docket Number W-01303A-09-0343

The water rates in Anthem are way to high and this new rate is just bad for all of the people.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24/2009

Docket Number W-01303A-09-0343

Sent to Richard Weiss in Phoenix for docketing.
End of Comments

Date Completed: 11/27/2009

Opinion No. 2009 - 83298

SW-01303A-09-0343

W-01303A-09-0343

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Christy Parker

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 83310

Date: 11/24/2009

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

Complaint By: **First:** Maggie **Last:** Berndt

Account Name: Maggie Berndt

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ **Zip:**

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

11/24/2009

W-01303A-09-0343

Hello,

Attached is the Arizona Corporation Commission Public Comment Form for Docket number: W-01303A-09-0343. Thank you in advance for making sure it is delivered to the appropriate decision makers.

Sincerely,
Maggie Berndt-Chamberlin
Anthem Homeowner and Business Owner

In a down economy and a struggling real estate market how can a 100.4% increase in water rates NOT have a negative impact on the Anthem, Arizona community? There are numerous homes in my neighborhood that are in pre-foreclosure or foreclosure because the homeowners have lost jobs and/or their bills have mounted so high, they just can't continue. What will happen if Arizona American Water is allowed to line their pockets with more money... will other families, who are managing to barely scrap by right now, lose their homes next? I'd rather not take that gamble. Please do not approve the water rate increase - help rebuild the Anthem community, not cause it to suffer and fall into a deeper hole.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

11/24/2009

W-01303A-09-0343

Sent to Richard Weiss in Phoenix for docketing.
End of Comments

Date Completed: 11/27/2009

Opinion No. 2009 - 83310

W-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Christy Parker

Phone: /

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 83309

Date: 11/24/2009

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

Complaint By: First: Roy Last: Snyder

Account Name: Roy Snyder

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: -----

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

11/24/2009

Docket Number: W-01303A-09-0343

Ladies and Gentlemen, +

I am very concerned about the continued attempts by Arizona American Water to continue to try and reach into our already empty wallets and take even more money out for repayments of debts that they were fully aware of during the purchase of the water company. Del Webb (now Pulte) did not follow standard procedures when they did the build out of Anthem. They did not provide up front information to those that were initial purchasers, of which I am one. They tried to do an underhanded deal that is going to cripple the finances of the families that live in Anthem. The actions of Pulte and Arizona American Water will, in my ever so humble opinion, send even more families that are on the brink of losing their homes into unrecoverable financial situations. The burden being requested needs to stop. The Arizona Corporation Commission has the power to help out the hurting families and put the financial burdens back onto the big utilities and big home builders where the responsibility really belongs.

Thank you for the opportunity to include my thoughts.

-Roy Snyder
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

11/24/2009

Docket Number: W-01303A-09-0343

Sent to Richard Weiss in Phoenix for docketing.

End of Comments

Date Completed: 11/27/2009

Opinion No. 2009 - 83309

W-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Christy Parker

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 83308

Date: 11/24/2009

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

Complaint By: First: Paul R Last: Thompson

Account Name: Paul R Thompson

Home: (

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: {

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

11/24/2009

Docket # W-01303A-09-0343

This request from Arizona American Water Company is totally unreasonable. I requested from them what my cost increase will be for water and wastewater treatment and it will double my bill a 100% increase which will be the second increase from them in 2 years and the last one was just as bad. This increase will take my bill from a current \$120.00 per month to \$230.00 per month. comparing this to the charge for water in Phoenix which is under \$60.00 per month. This increase is not only totally out of line but will also have an adverse effect on the real estate values and will create numerous hardships on families that are currently struggling to make ends meet. When does this end? it appears that Arizona American Water has a monopoly and we are at their mercy, anytime that they can not control cost they come to you and put the pressure on for us to subsidise their past misjudgments. Why did they not charge a tap in fee in the beginning for all new home sites which is the norm in other developments? Why were we not informed of (Submission ended)

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/24/2009

Docket # W-01303A-09-0343

Sent to Richard Weiss in Phoenix for docketing.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 11/27/2009

Opinion No. 2009 - 83308
