

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



0000105694

ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RECEIVED

43

Investigator: Richard Martinez

Phone: [REDACTED] TC - 3 P Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2009 83430 Date: 12/1/2009

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

Complaint By: Inez Rodning

Account Name: Inez Rodning Home: (000) 000-0000

Street: [REDACTED] Work:

City: Sun City West CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:
DOCKET # SW-01303A-08-0227
W-01303A-08-0227

ACC
1200 W. Washington St.
Phoenix, AZ

Dear Sir:

I am a widow living on a modest fixed income, I feel that increasing the water rates by 55% is exorbitant. Where did the report in the paper set the average water bill in Sun City West is \$19.50? I conserve water and my bill is never less than \$45.00 per month. Thank you for doing what you can to keep the increase low.

Sincerely Yours,

Mrs. Inez Rodning
End of Complaint

Arizona Corporation Commission
DOCKETED
DEC - 2 2009

Utilities' Response:

Investigator's Comments and Disposition:

12/01
Emailed to Carmen Madrid in Phoenix to have this docketed. FILE CLOSED.

DOCKETED BY [REDACTED]

12/2/09 Filed in docket no. W-01303A-09-0343 & SW-01303A-09-0343
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 12/1/2009

Opinion No. 2009 - 83430

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez **Phone:** [REDACTED] **Fax:** [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2009 83450 Date: 12/1/2009

Complaint Description: 08D Rate Case Items - Hearing/PC Meeting
N/A Not Applicable

Complaint By: **First:** Bob **Last:** Golembe

Account Name: Bob Golembe **Home:** [REDACTED]

Street: [REDACTED] **Work:**

City: Phoenix **CBR:**

State: AZ **Zip:** N/A **is:**

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

**** W-01303A-09-0343 AND WS-01303A-09-0343 **** Anthem Water/Wastewater (Agua Fria System)

** ANTHEM COMMUNITY COUNCIL IS REQUESTING PUBLIC COMMENT MEETING per Bob Golembe **

From: Bob Golembe [mailto:[REDACTED]]
Sent: Monday, November 30, 2009 10:25 AM
To: Utilities Div - Mailbox
Subject: Question on: ACC Visit to Anthem, AZ

Dear Mr. Steven Olea, (Utilities Division),

Attached is the notice from your office for the Corporation Commission visit to the community of Anthem in 2007. In July 2009, Arizona American Water again filed its rate case for its Anthem Water/Waste Water Agua Fria District.

Can you tell me who initiates the visit? Is an invite from the community sent to Chairwoman Mayes office or is the visit initiated by the Commission itself? If the former, our community governing body, the Anthem Community Council can send an invite.

The current rate case will potentially draw \$8.3 million dollars out of Anthem and in addition to comments sent to the Commission, we are encouraging them to visit us for public comment.

Thank you,

Bob Golembe
Anthem, AZ

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

623-551-9771

COMMISSION NEWS
Arizona Corporation Commission

Public Information Office

Heather Murphy, Public Information Officer
Phone (████████████████████)
e-mail (████████████████████)

1200 WEST WASHINGTON; PHOENIX, ARIZONA 85007-2996 / 400 WEST CONGRESS STREET; TUCSON,
ARIZONA 85701-1347
www.azcc.gov

May 2, 2007

ACC ANNOUNCES ANTHEM RATE CASE PUBLIC COMMENT SESSION

PHOENIX - In preparation for an evidentiary hearing set for the Arizona-American Water and Wastewater rate case on May 29, 2007, the Arizona Corporation Commission is scheduling a public comment session for Anthem customers. Arizona-American Water Company has asked the Commission to approve water and sewer rate increases for its Anthem area customers.

The company contends that the costs of maintaining, operating and testing its water and wastewater systems have increased and it is seeking Commission approval to raise rates. The Anthem system's last rate case was in June 2004.

Public Comment for customers of the Anthem System

Docket #WS-01303A-06-0403

Thursday, May 24 at 6:00 p.m.
Boulder Creek High School Auditorium
40404 North Gavilan Peak Parkway
Anthem, AZ

Water rates vary based on the quantity of water used by the customer as well as the size of the water meter. The company's current rates average \$28.06 for a customer with a 5/8" meter using approximately 9,000 gallons of water per month. Arizona-American has proposed to increase the average bill by \$19.55 to \$47.61.

The Commission's Utilities Division staff performed its own analysis after auditing records and assessing whether certain costs should be recovered and, if so, to what extent and over what period of time. The Commission staff's recommendation would result in an increase of \$7.24 over current average bills, bringing the average bill to \$35.30 for a customer using 9,000 gallons on a 5/8" meter.

Wastewater rates also vary but are based on the amount of water used by the customer, recognizing that a certain portion of that water goes down the drain and needs to be treated. The average customer today pays approximately \$38.12. Arizona-American proposed to increase the average bill \$19.74 to \$57.85. The Commission staff's analysis would result in an increase of approximately \$9.77, bringing the average bill from

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

\$38.12 to \$47.89.

The effect of the requested increase on individual customers' bills may vary from the effect on an average customer's bill. Customers may contact the Company to inquire further about the effect on their individual bill if the Company's request is granted.

The Commission will determine the appropriate relief to be granted based on the evidence of record in the proceeding. The Commission is not bound by the proposals made by the company, staff, or any intervenors.

The Arizona Corporation Commission is in the process of evaluating the merits of the case in preparation for a courtroom-style administrative hearing. Companies, organizations and individuals that have formally intervened will have an opportunity to question the company and argue their position at the May 29 hearing in Phoenix, starting at 10:00 AM. An administrative law judge will preside over the hearing to assess the validity of each party's position.

Before the hearing begins, the Commissioners want to hear from members of the public who would be affected by the decision. There are three ways to offer public comment:

By attending a formal public comment session,

By sending a letter and 13 copies to the Commission's Docket Control Center

By using the Commission's website to open and save a comment form and e-mailing the form to the Commission.

About Public Comment Sessions

Public comment sessions are formal proceedings and all comments will be transcribed by a court reporter. The Commissioners may limit the duration of each individual's comments to allow everyone a fair opportunity to speak.

No date has been set for the Commissioners to make a final decision on the case. The hearing in front of the administrative law judge could last several days. The judge then waits for any final briefs to be filed, for the transcripts to come in and begins working on a recommendation for the Commissioners to consider. This can take six to eight weeks or more, depending on whether the parties are ordered to submit summary briefs. Consumers should, however, be aware and anticipate that this case could result in an increase to their bills.

Public Comment by Mail

If you cannot attend in person, the Commission encourages the *timely submission of written comments*. Submit an original and 13 copies of your comments to the Docket Control Center and they will be distributed to the Commissioners and key staff members. Be sure to reference the docket numbers to ensure that your comments are properly catalogued and referenced.

Arizona Corporation Commission
Docket Control Center
1200 West Washington
Phoenix, AZ 85007

Docket Number: WS-01303A-06-0403

Electronic Public Comment

You may also comment through the Commission's Utilities Division website. Be sure to include the docket

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numbers listed above. For instructions on filing electronic public comment, click on <http://www.azcc.gov/divisions/util/consumerservices.htm>.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

12/01/09

12/02/09 Emailed to consumer :

Dear Mr. Golembe,

I have been assigned to respond to your email dated December 1, 2009 regarding the scheduling of Public Comment Meetings. You questioned how a Public Comment Meeting may be scheduled in your community for Arizona American Water - Anthem Water/Waste Water, Agua Fria District, as it was in 2007, and you asked who initiates the visit.

Public Comment Meetings may be initiated in different ways. The Commissioners may request one due to the impact of the proposed rate increase, or due to the number of customers that provide opinions regarding the proposed rate case as well as when community groups request the Commission come to hear their voices. Due to the size of Arizona American Water, a hearing will be conducted and public comments will be heard on the first day of the hearing, ensuring that public opinion will be heard.

Your email will be docketed in the rate case and the Commissioners will have the opportunity to review your interest in a Public Comment Meeting held in your area at the request of the Anthem Community Council.

Sincerely,

Jenny Gomez
Consumer Analyst I
Utilities Division

File Closed

DOCKETED
by Carmen Madrid
End of Comments

Date Completed: 12/1/2009

Inquiry No. 2009 - 83450
