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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

DOCKETED

DEC 8 2009

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

DOCKETED BY [REDACTED]

Opinion No. 2009 - 83472

Date: 12/2/2009

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

First:

Last:

Complaint By:

Michael

Fina

Account Name:

Michael Fina

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

Phoenix

CBR:

State:

AZ Zip: 85086

is:

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2009 DEC - 8 PM 4:46

RECEIVED

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

DON'T LET ARIZONA AMERICAN WATER GET AWAY WITH ANOTHER RIP-OFF RATE INCREASE! LAST YEAR, THEY RAISED MY WATER AND SEWER BY 50% BECAUSE ARIZONA AMERICAN WATER AND DEL WEBB/PULTE HOMES HAD A UNDER THE TABLE CONTRACT/AGREEMENT TO MAKE THE HOMEOWNERS WHO HAD BOUGHT PULTE AND DEL WEBB HOMES PAY FOR ARIZONA AMERICAN WATER'S INFRASTRUCTURE COSTS FOR THE NEIGHBORHOODS BEING BUILT; AND DELIBERATELY NOT DISCLOSING THIS MATERIAL FACT AT THE TIME OF PURCHASE. THIS IS A CLEAR CUT VIOLATION OF ARIZONA'S REAL ESTATE DISCLOSURE LAWS AND THE COMMISSION STILL APPROVED THIS RATE

INCREASES KNOWING THIS FACT. THE HOMEOWNERS OF ANTHEM GOT SCREWED BY THIS DECISION. THE COMMISSION HAD PUT THIS BURDEN ON THE HARD WORKING BACKS OF THE HOMEOWNER AND NOT MAKING ARIZONA AMERICAN WATER AND DELL WEBB/PULTE ACCOUNTABLE. THIS WAS A

CONTRACT BETWEEN ARIZONA AMERICAN WATER AND DELL WEBB/PULTE, NOT THE HOMEOWNERS OF ANTHEM. NOW THEY WANT ANOTHER RIP-OFF RATE INCREASE? I SAY ABSOLUTELY NOT! IF FACT, THE COMMISSION SHOULD RESCIND ALL PAST RATE INCREASES WITHIN THE LAST TWO YEARS.

AS FAR AS I AM CONCERNED. THEY HAVE GOTTEN THEIR RATE INCREASES EARLY FOR THE NEXT TEN YEARS. ARIZONA AMERICAN WATER SHOULD MAKE DEL WEBB/PULTE PAY FOR THE INFRASTRUCTURE COSTS AND NOT PUT THIS BURDEN ONTO THE ANTHEM HOMEOWNERS. THE HOMEOWNERS HAVE PAID FOR THERE HOMES WITH THE INFRASTRUCTURE COSTS WHICH WAS INCLUDED THE PURCHASE PRICE OF THE HOME. IF THE COST OF THE INFRASTRUCTURE WASN'T INCLUDED IN THE PURCHASE PRICE OF THE HOME THEN THIS MATERIAL FACT SHOULD HAVE BEEN DISCLOSED AT THE TIME OF PURCHASE.

HERE IS ANOTHER EXAMPLE OF ARIZONA AMERICAN WATER'S MISLEADING/RIP-OFF AND UNVAIDATED RATE CHARGES. LOOK CLOSELY ON I-HOW THEY CREATIVELY CHARGE FOR SEWAGE. THEY CHARGE A SEWER CHARGE BY AN UNIT OF MEASUREMENT WHICH THEY HAVE NO MECHANICAL DEVICE TO MEASURE IT BY. IT IS CHARGE ON THE ASSUMPTION THAT THE AMOUNT

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OF WATER THAT A HOME USES IS THE AMOUNT IS GOING DOWN THE SEWER. THIS A FLAWED AND DISHONEST OF A WAY OF CHARGING FOR THIS SERVICE. THEY ARE RIPPING OFF THE CONSUMER OF MILLIONS OF DOLLARS BY USING THE TECHNIQUE OF CHARGING. YOU CAN'T ASSUME THAT WHAT

YOU USE IN WATER GOES DOWN THE SEWER EQUALLY WHEN HOMES HAVE SWIMMING POOLS, LANDSCAPING ETC... SO AGAIN, I SAY NO TO THE PROPOSED NEW RATE INCREASE AND ALL INCREASES THAT THEY WILL APPLY FOR THE NEXT 10 YEARS.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 12/2/2009

Opinion No. 2009 - 83472
