

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



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ORIGINAL

ARIZONA CORPORATION COMMI
UTILITY COMPLAINT FORM

47
20

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83587

Date: 12/8/2009

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

Complaint By: First: Jim Last: Murphy

Account Name: Jim Murphy Home: (000) 000-0000

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:

From: Jim Murphy [mailto:[REDACTED]]
Sent: Friday, December 04, 2009 7:22 AM
To: Utilities Div - Mailbox
Subject: Anthem Water Rates

RECEIVED
2009 DEC - 9 P 4: 09
AZ CORP COMMISSION
DOCKET CONTROL

Good Morning,

I would also like to make my voice heard on the Anthem Water rates. I am having a difficult time with the fact that water rates continue to be so expensive at my home. Water is the most basic necessity and people have not choice unless we go back to hauling water in the desert! We need the rates for water to be reduced. It is too cost prohibitive for any resident of Anthem. I have completely removed my irrigation from my yard and my family is very conservative with the water.

If the infrastructure needs to be paid for let's make a request from the Federal Government. They are finding plenty of ways to waste money let's put it to good use for basic necessities!!!

Jim Murphy
[REDACTED]
Anthem, AZ 85086
Docket:W-01303A-09-0343
End of Complaint

Arizona Corporation Commission
DOCKETED

DEC - 9 2009

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

sent the following e-mail to consumer:

December 8, 2009

Jim Murphy

4 [REDACTED]
Anthem, AZ 85086

RE: ARIZONA-AMERICAN WATER COMPANY
DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343

Dear Mr. Murphy;

Your e-mail regarding the Arizona-American Water Company ("Arizona-American") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Arizona-American application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

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

Date Completed: 12/8/2009

Opinion No. 2009 - 83587

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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 **83572** **Date:** 12/7/2009

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

Complaint By: **First:** Joe **Last:** Jauch

Account Name: Joe Jauch **Home:** [REDACTED]

Street: 3 [REDACTED] **Work:** (000) 000-0000

City: Phoenix **CBR:** j [REDACTED]

State: AZ **Zip:** 85086 **is:** E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a **Contact Phone:** n/a

Nature of Complaint:

*****ANTHEM DIVISION*****

From: Joseph Jauch [mailto:[REDACTED]]
Sent: Friday, December 04, 2009 9:53 AM
To: Utilities Div - Mailbox
Subject: Water rate increase for Anthem W-01303A-09-0343

Dear Commission,

When we purchased our homes in Anthem, there was never any mention that we would have to pay for a water infrastructure. We purchased a home. We didn't plan for, nor expect the water company to come back years later and ask for a hugh amount of money to pay for their expenses. Just as we wouldn't expect the lumber company who supplied the wood, or the copper company that supplied the metal for our electrical wiring to come back years later and ask for undisclosed expenses. This is not a normal situation that people even consider when purchasing a house. Plus that is something that should be covered by title insurance if indeed there was a lien against the properties as the water company is trying to get money that they are owed after the purchase.

I am sorry that the water company has a hugh expense to pay. That is the price they have to pay to do business. At least they were told up front by Pulte what the deal was, a fact that was not ever mentioned to the buyer. If it had, I know that I would not have purchased in Anthem. However they are welcome to join the club of the rest of us with no money. I purchased my home from Pulte for \$285,000 in Dec 06. My neighbor with the identical house as mine is currently trying to sell their home for over 4 months now. They are asking \$139,000 are so far have had no takers.

If the water company gets another rate increase after you have already allowed them the last one where they

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UTILITY COMPLAINT FORM

nearly doubled the payment, most people will not be able to afford it. If your intention is to have even more people walk away from their homes and ruin the society, then bravo you will be doing a great job. If however you are really good people who also understand how hard it is to make ends meet in this economy, you will not give them a increase. We will just have to wait to see what you are made of.

Let the water company go back to Pulte and get the money from them. Pulte is the criminal here not the buyer. Please open your hearts this Holiday season and say no to any increase for at least 3 years. Thank you.

Respectfully yours,
Joe Jauch

[REDACTED]
Anthem AZ 85086
[REDACTED]

W-01303A-09-0343
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/8/09 I tried to contact consumer and left a voicemail stating that his opinion had been received. That the opinion will become part of the permanent docket and that the Commissioners and staff will be receiving a copy of his opinion. I also left my name and telephone number in case he had any questions. Closed

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

Date Completed: 12/8/2009

Opinion No. 2009 - 83572

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 83558

Date: 12/7/2009

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

Complaint By: **First:** Coy Lynn **Last:** Vick

Account Name: Coy Lynn Vick

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:

*****ANTHEM DIVISION*****

From: lynnbrendavick [mailto:[REDACTED]]
Sent: Friday, December 04, 2009 2:44 PM
To: Utilities Div - Mailbox
Subject: Anthem Water Rate Case

Ladies and Gentlemen,

It is my understanding that Mr. Bob Golembe has written a letter to Chairwoman Mayes and Commissioners regarding the pending Anthem water rate case Docket Number W-01303A-09-0343. Mr. Golembe makes some very good points in his letter including:

- (1) The previous and proposed rate increases are egregious and outrageous.
- (2) The so-called "balloon payments" or "true-up" costs should not be included in any rate consideration..
- (3) The financing of the utility should have been done by issuing bonds or some other alternative means of financing which would spread the cost over the life of the utility - usually 30 to 50 years.

When I purchased my home from Del Webb (now Pulte) in December 1999, I ask the salesman about the water rates for Anthem. I was told verbally that the water rates in Anthem were comparable to those in Phoenix. There was never any mention about the unusual financing arrangements between the utility company at that time and Del Webb (now Pulte). I was not informed verbally or in writing about any "balloon payments" of "true-up" costs coming due at any time in the future. Had I known about such unusual financing arrangements between Del Webb (now Pulte) and the water utility company, and the potential (or certainty) of significant rate

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UTILITY COMPLAINT FORM

increases, I would not have bought my home in Anthem.

Sincerely,

Coy Lynn Vick

[REDACTED]
Anthem, AZ 85086

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/7/09 I contacted consumer and informed him that his opinion had been received and will be made part of the permanent filed. His opinion will be distributed to all Commissioners and staff member assigned to the matter. He appreciated the follow up call. Closed

Filed in docket no. W-01303A-09-0343 & SW-01303A-09-0343

End of Comments

Date Completed: 12/7/2009

Opinion No. 2009 - 83558

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Anthem, AZ 85086
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following email:

December 4, 2009

Dear Mr. & Mrs. Hovatter,

RE: ARIZONA AMERICAN WATER COMPANY

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Richard Martinez
Public Utilities Consumer Analyst II
Utilities Division

12/04

Emailed to Carmen Madrid to docket. FILE CLOSED.

End of Comments

Date Completed: 12/4/2009

Opinion No. 2009 - 83542
