

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



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ORIGINAL

15

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 84012 Date: 12/28/2009

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

Complaint By: First: Michelle Last: Walford

Account Name: Michelle Walford Home: (000) 000-0000

Street: N/A Work:

City: N/A CBR:

State: AZ Zip: N/A is:

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

12/28  
From: Walford, Michelle (TPNA) [mailto:[REDACTED]]  
Sent: Thursday, December 24, 2009 9:43 AM  
To: Utilities Div - Mailbox  
Subject: Water Rate Increase Complaint, Docket number: W-01303A-09-0343

Arizona Corporation Commission  
DOCKETED

DEC 31 2009

DOCKETED BY [Signature]

To Whom It May Concern:

PLEASE CONSIDER WHAT YOU ARE DOING!

Please think seriously about what you are asking for the community of Anthem. We have been and still being hit by the foreclosure issue and low home values. Isn't there anyway you can decrease the amount you are looking to raise our rates. What you are currently looking for will put a hardship onto many families. It will force many to stop providing certain things to their family to afford the increase. It will cause others to struggle in needed areas, food or health care. It will force some to leave the community and others to not consider moving into our beautiful community. Your increase starts with homeowner and trickles to everything else we do in this community. How would it make your family feel if you had to pay the rates we are about be given?

Michelle M Walford

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RECEIVED  
2009 DEC 31 P 2:06  
AZ CORP COMMISSION  
DOCKET CONTROL

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed

\*End of Comments\*

**Date Completed: 12/28/2009**

**Opinion No. 2009 - 84012**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 84010

Date: 12/28/2009

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

Complaint By: First: Dean Last: Robertson

Account Name: Dean Robertson Home: (000) 000-0000

Street: n/a Work:

City: Phoenix CBR:

State: AZ Zip: 85086 is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/28

From: azrobs [mailto:[REDACTED]]

Sent: Thursday, December 24, 2009 4:27 PM

To: Utilities Div - Mailbox

Cc: azrobs@cox.net

Subject: Water Rate Increase Complaint, Docket number: W-01303A-09-0343

This is in response to a proposed water rate increase request submitted by Arizona American Water. Below is a snapshot of the increase in my bill based on a calculator published on Arizona American Water's own website - <http://www.amwater.com/azaw/Customer-Service/Rates-&-Regulatory/anthem.html>. The current charges are already very high and will nearly double if this increase is allowed.

This rate increase is an absolute outrage. No utility should be granted such an egregious increase, regardless of their purported reasons. Attempting to recover our funds after the fact will be very difficult and costly.

I ask the commission to suspend all requested increases while the legal case against Arizona American Water and Pulte Homes makes its way through the courts. In addition, I request the commission to require Arizona American Water to begin discussions with the City of Phoenix regarding a takeover of their operations by the city.

Respectfully,  
Dean Robertson  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

Docketed

\*End of Comments\*

Date Completed: 12/28/2009

Opinion No. 2009 - 84010

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Richard Martinez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 83996**

**Date:** 12/28/2009

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

**Complaint By:** **First:** Michael & Karen **Last:** Carvelli

**Account Name:** Michael & Karen Carvelli

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** Anthem

**CBR:** [REDACTED]

**State:** AZ **Zip:** 85086

**is:** E-Mail

**Utility Company:** Arizona - American Water Company

**Division:**

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\*ANTHEM WATER SYSTEM\*\*\*\*\*

Docket Nos. W-01303A-09-0343  
SW-01303A-09-0343

From: Michael and Karen Carvelli [mailto:[REDACTED]]  
Sent: Sunday, December 27, 2009 11:39 AM  
To: Utilities Div - Mailbox  
Subject: Water Rate Increase Complaint, Docket number: W-01303A-09-0343

Please take a hard look at granting the requested water rate increase for Arizona American Water for the Anthem water rates.

Currently, my family of 4 is paying approximately \$1,400 per year for water service. Part of the reason for the higher rates right now is because my home is equipped with a 1" meter to be able to accommodate my home sprinkler system. We do not have grass in our yard so we only use water outside to maintain the plantings required by our HOA. My family currently does monitor water usage and uses a reasonable amount for a family of 4.

If the requested rate increase is approved, my annual water rates will jump to approximately \$2,700. This increased amount is a huge increase and will stretch my family budget, just so we can have basic water service in our home. The rates we pay today are already greatly over rates in neighboring communities, and to double the rates in this financial environment, is a travesty to the families in the Anthem community.

Karen Carvelli  
[REDACTED]

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Anthem, AZ 85086  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

12-28-  
Customer comments entered for the record and filed with Docket Control.  
Emailed to Trish Meeter in Phoenix to docket.  
Docket Nos. W-01303A-09-0343  
                  SW-01303A-09-0343  
FILE CLOSED.  
\*End of Comments\*

**Date Completed: 12/28/2009**

**Opinion No. 2009 - 83996**

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

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**Opinion No. 2009 84011**

**Date:** 12/28/2009

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

**Complaint By:** **First:** Douglas

**Last:** Goodman

**Account Name:**

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** Phoenix

**CBR:**

**State:** AZ **Zip:** 85086

**is:**

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**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

12/28

-----Original Message-----

From: Doug Goodman [mailto:[REDACTED]]

Sent: Thursday, December 24, 2009 11:16 AM

To: Utilities Div - Mailbox

Subject: Water Rate Increase Complaint, Docket number: W-01303A-09-0343

Sirs,

When my wife and I purchased in Anthem we researched utility costs along with other aspects of cost of living in this area. We were told by Pulte sales representatives of the assured water supply and that the infrastructure was paid for by the developer. We could find nothing to contradict this. Imagine our despair when the truth began to come out.

Now with the investment losses we have suffered we can barely manage to make ends meet and yet we are expected to pay an additional \$80-\$100 a month for water and this after APS raised rates on electricity. We cannot bear this increase. We risk losing everything at a time when we can no longer find work. Cannot American Water sue Pulte who caused this deception instead of just being allowed to pass on their failure to do due diligence?

Please remember that many of us are on the edge of financial failure in this recession. It is likely that all the utilities will lose more that they hope to gain by pushing so many of us into financial ruin. And the state of Arizona stands to lose even more than it already has in the last year.

Thank you for your consideration and attention to this problem.

Douglas E Goodman  
[REDACTED]

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Anthem, AZ 85086

  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

\*End of Comments\*

Date Completed: 12/28/2009

Opinion No. 2009 - 84011

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