

W. 01303A-09-0343
SN 01303A-09-0343



ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84601 Date: 2/1/2010

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

Complaint By: First: Nancy & Michael Last: Walsh

Account Name: Nancy & Michael Walsh Home: ()

Street: Work:

City: Sun City CBR:

State: AZ Zip: 85351 is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:
2/1/10 Sun City W-01303A-09-0343 SW 01303A-09-0343

Sun City is primarily a city of retirees who live on fixed incomes. The proposed consolidation of geographical districts and rate increases will unfairly tax Sun City residents to pay for costs in other districts for water treatment that Sun City does not require.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84601

Arizona Corporation Commission
DOCKETED

FEB - 3 2010

DOCKETED BY [Signature]

RECEIVED
210 FEB - 3 1 P 3: 37
AT CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (€

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84602

Date: 2/1/2010

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

Complaint By: **Frederick W. Garnner III**

Account Name: **Home:**
Street: **Work:**
City: Sun City **CBR:**
State: AZ **Zip:** 85351 **is:** E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

2/1/10 Sun City W-01303A-09-0343 SW 01303A-09-0343

I am apposed to the M-Water Co, Inc consolidation with other districts. Sun City is a retirement community with many residents that are living on Social Security alone. This change will put a strain on their financial situation and along with our economic conditions, that would be very harmful to many.

In addition, why should I have to pay for the costs in other districts to treat their water that our water does not require. We have good water here in Sun City and we should pay for the process of providing that water to our residence and not to burden us with outside our district costs to treat water for other communities

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed:

Opinion No. 2010 - 84602

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84611

Date: 2/1/2010

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

Complaint By: **First:** Janes **Last:** Brasher

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

Street: **Work:**

City: n/a **CBR:**

State: AZ **Zip:** n/a **is:** E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

2/1/10 Sun City W-01303A-09-0343 SW 01303A-09-0343

As Sun City residents we are vigorously opposed to this consolidation. The consolidation/bundling which will consider Sun City as part of a number of other geographical districts is detrimental to our property owners and the quality of any of the surrounding areas and we should not have to pay for them to do water treatments that our community water does not require.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed:

Opinion No. 2010 - 84611

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84614

Date: 2/1/2010

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

Complaint By: **First:** Ed **Last:** Pearce

Account Name:

Home:

Street: 1

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/1/10 Sun City W-01303A-09-0343 SW 01303A-09-0343

I do not agree with the rate consolidation and rate increase from AZ American Water Company., Inc., to Sun City water and wastewater. We are all on a fixed income and this rate increase will far exceed the increase in our fixed income. Rge quality of our water is good now and we don't want it change for any reason.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84614

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (

Fax: (

Priority: Respond Within Five Days

Opinion No. 2010 84617

Date: 2/1/2010

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

Complaint By: **First:** James **Last:** Lewis

Account Name:

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/1/10 Sun City W-01303A-09-0343 SW 01303A-09-0343

Rate increase request is way too high. Simple adjustment for inflation is appropriate; in other words, NO INCREASE!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84617

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 974-3100

Fax: (602) 974-3100

Priority: Respond Within Five Days

Opinion No. 2010 84625 **Date: 2/1/2010**

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

Complaint By: **First:** Carole **Last:** Martinez

Account Name: Carole Martinez **Home:**

Street: 15000 W Sunset Blvd **Work:**

City: Sun City **CBR:**

State: AZ **Zip:** 85351 **is:**

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

2/1/10 W 01303A-09-0343 SW 01303A-09-0343 SUN CITY

I am completely against the Arizona-American Water Company. Inc apphc ACC for permanent revenue increase for Sun City water and wastewater. applicaton requests a 277% increase in water and a 40.8% increase in w as residents of Sun City should not have to pay for other communities to h treatment Keep the costs aligned with the communities that need addition

YCU 'vE

Carole Martinez

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84625

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 974-3000

Fax: (602) 974-3000

Priority: Respond Within Five Days

Opinion No. 2010 84627

Date: 2/1/2010

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

Complaint By: **First:** Sharon **Last:** Henrich

Account Name:

Home: (602) 974-3000

Street: Sun City Blvd

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: (602) 974-3000

Nature of Complaint:

2/1/10 W 01303A-09-0343 SW 01303A-09-0343 SUN CITY

There are too many people living on fixed incomes in Sun City. A rate increase you are proposing is out of line with the economy.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84627

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2010 84599

Date: 2/1/2010

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

First:

Last:

Complaint By: Edward L. and Rose F Damron

Account Name: Edward L. and Rose F. Damron

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Email Received - Opinion Opposed (Sun City Water District):

RE: Docket No. W-01303A-09-0343 and WS-01303A-09-0407

From: Valorie Nimmo On Behalf Of Utilities Div - Mailbox

Sent: Friday, January 29, 2010 2:49 PM

To: Guadalupe Ortiz

Subject: FW: Opposition to Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

From: Ed & Rose Damron [mailto:

Sent: Friday, January 29, 2010 12:55 PM

To: Edward & Rose Damron

Subject: Opposition to Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Attached are our ACC Forms outlining our Opposition to including Sun City in the consolidation of water/sewer districts.

Edward L. Damron

Rose F. Damron

ATTACHED - COMMENT:

1/29/2010

Edward L. Damron

Sun City, Az

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Rate consolidation is the process of bundling a group of geographical districts together and averaging the differing costs for each district into a single rate.

The proposal to consolidate these districts has been made by the Arizona Corporation Commission ("ACC") staff. I am adamantly opposed to this consolidation.

We in Sun City are retirees on fixed incomes and it would be catastrophic for these rates to be imposed upon us.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED
End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84599

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2010 84604

Date: 2/1/2010

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

Complaint By: **First:** William A **Last:** Vann

Account Name: William A Vann

Home:

Street:

Work:

City: n/a

CBR:

State: AZ **Zip:** 00000

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Email Received - Opinion Opposed (Sun City Water District):

RE: Docket No. W-01303A-09-0343 and WS-01303A-09-0407

From: Valorie Nimmo On Behalf Of Utilities Div - Mailbox
Sent: Friday, January 29, 2010 2:50 PM
To: Guadalupe Ortiz
Subject: FW: Public comment

From: billandhedy [mailto:..@..]
Sent: Friday, January 29, 2010 2:25 PM
To: Utilities Div - Mailbox
Cc: Kristin Mayes; Gary Pierce; Sandra Kennedy; Paul Newman; rstump@azcc.gov
Subject: Public comment

ATTACHED PUBLIC COMMENT FORM IS INCOMPLETE

From: billandhedy [mailto:..@..]
Sent: Monday, February 01, 2010 12:35 PM
To: Guadalupe Ortiz
Subject:

Dear Guadalupe Ortiz,

I thought I had carefully filled out and emailed the form online, I'm sorry that you did not receive it correctly.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I have attached the forms I attempted to send.

Bill Vann

ATTACHED - PUBLIC COMMENT:

Please do NOT allow any rate increases nor the company requested consolidation plan.

Sun City is unique in it's supply of good water, cost effective service are and residences are quite water use conservative.

Sun City is also mainly inhabited by Fixed income family like mine and can ill afford ANY increases to our household budgets, especially those aimed to increase a water utilities's bottom line. Please give them the same message we have gotten from the government "No cost of living raise live with what you get"

I want you all to genuinely send the message to Arizona-American water company that we simply cannot afford ANY increase in our rates!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84604

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: () - -

Fax: - -

Priority: Respond Within Five Days

Opinion No. 2010 84598

Date: 2/1/2010

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

Complaint By: First: Jack & Sis Last: Sahlberg

Account Name: Jack & Sis Sahlberg

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/1/10 Sun City W-01303A-09-0343 SW 01303A-09-0343

From: Jack & Sis Sahlberg [mailto:]

Sent: Friday, January 29, 2010 5:29 PM

To: Utilities Div - Mailbox

Cc: Kristin Mayes; Gary Pierce; Pierce-Web; Sandra Kennedy; Kennedy-Web; Paul Newman; Newman-Web; rstump@azcc.gov; Stump-Web; Kristin Mayes

Subject:

Utility Name: Arizona-American Water Company, Inc.

Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343

Re: Rate Consolidation and Increases

We are in opposition to this increase. We live in Sun City, AZ on fixed incomes.

John E Sahlberg & Arthurline R Sahlberg

Sun City, AZ 85351

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84598

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84603

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2010 84605

Date: 2/1/2010

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

Complaint By: **First:** Laura **Last:** Palmer

Account Name: Laura Palmer

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR: C

State: AZ **Zip:** n/a

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: _____

Contact Phone: _____

Nature of Complaint:

2/1/10 Sun City W-01303A-09-0343 SW 01303A-09-0343

From: Laura Palmer [mailto:_____] _____
Sent: Saturday, January 30, 2010 9:55 AM
To: Utilities Div - Mailbox; Kristin Mayes; Gary Pierce; Sandra Kennedy; Paul Newman; rstump@azcc.gov
Cc: cfraulob@azruco.gov; azrates@amwater.com
Subject: RE Sun City: please consider a senior exemption for rate increase

RE: Arizona-American Water Company Rate Consolidation and Increases
Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343

I am a widowed senior citizen living in Sun City. With no Social Security increase, things are getting tighter and tighter for seniors. I urge you to consider:

Freeze water rates for seniors. It is very difficult for some of us to pay for food, heating bills, electric rates, medical expenditures, and other necessities on a fixed income. This freeze has been proposed in several cities across America.

At the very least, freeze a senior citizen's primary residence water rate.

In Atlanta, GA, a Senior Citizen Discount is available to senior citizens aged 65 years and older, with household income of \$25,000 per year or less. In order to determine whether they qualify for the discount, they must submit an application and certain required documents to verify age and income.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Please, freezing rates could soften the blow to some of us hardest hit by inflation. Some of us have paid taxes for water for 50 years in our community. There is no new growth here; your rate increase has no direct benefit to Sun City Consumers whatsoever. Automatic meter reading? Why, when we need to create and secure more jobs for Arizonans!

Finally, new water and sewer facilities serve NEW growth, not 50 year old communities.

Please consider some form of senior exemption for your rate increase.

Sincerely,

Laura Palmer
Sun City, Arizona
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84605

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed:

Opinion No. 2010 - 84608

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No. 2010** **84612** **Date:** 2/1/2010

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

Complaint By: **First:** **Last:**
Lucky & Lorette **Marr**

Account Name: Lucky & Lorette Marr **Home:** (000) 000-0000

Street: n/a **Work:**

City: Sun City **CBR:**

State: AZ **Zip:** 85351 **is:** E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:** 7

Nature of Complaint:

2/1/10 Sun City W-01303A-09-0343 SW 01303A-09-0343

From: Lucky Marr [mailto:lucky.marr@amwater.com]
Sent: Saturday, January 30, 2010 10:16 AM
To: Utilities Div - Mailbox; Kristin Mayes; Gary Pierce; Sandra Kennedy; Paul Newman; rstump@azcc.gov
Cc: cfraulob@azruco.gov; azrates@amwater.com
Subject: Arizona-American Water Company Rate Consolidation and Increases Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343

Re:
Arizona-American Water Company Rate Consolidation and Increases Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343

We urge you to consider freezing water rates for seniors in Sun City, Arizona. It is very difficult for some of us to pay for food, heating bills, electric rates, medical expenditures, and other necessities on a fixed income. Social Security has been frozen this year and promises to do the same next year. Bank interest rates on meager savings has dropped to near zero.

Our infrastructure has long been installed and paid for. There is no reason to continue raising our rates in Sun City to pay for new developments surrounding us.

We ask you again, please freeze the water rates in Sun City, AZ.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Lucky and Lorette Marr
Sun City, Arizona
January 30, 2010
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84612

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Gary W. Burks

Sun City, AZ 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed:

Opinion No. 2010 - 84613

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84616

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2010 84626

Date: 2/1/2010

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

Complaint By: **First:** Dolores **Last:** Jacsich

Account Name: Dolores Jacsich

Home: _____

Street: _____

Work: _____

City: Sun City

CBR: _____

State: AZ **Zip:** 85351

is: _____

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: _____

Contact Phone: _____

Nature of Complaint:

2/1/10 W 01303A-09-0343 SW 01303A-09-0343 SUN CITY

From: Delores Jaksich [mailto:_____@_____]
Sent: Saturday, January 30, 2010 6:38 PM
To: Utilities Div - Mailbox
Subject: FW: WATER COSTS

Subject: Fwd: WATER COSTS

from

Delores Jaksich

Sun City, AZ 85373

DOCKET # W-01303A-09-0343 and SW-01303A-09-0343

UTILITY Arizona-American Water Company, Inc.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

consolidation and rate increase

I am against this change to our system. Just leave the water system alone.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84626

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84628

Date: 2/1/2010

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

Complaint By: **First:** Beverly **Last:** Craft

Account Name:

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

2/1/10 W 01303A-09-0343 SW 01303A-09-0343 SUN CITY

With the economy in the state that it is, with the residents of Sun City-for most -on limited incomes without an increase expected for another 2 years, and all the necessary basics cost, i.e. food, health care rising, how does this company rationalize the increase request of 27.7%for water and 40.8% for waste water? This is obscene! How can the commission even consider to allow such increases. This State/economy is in terrible shape and its people not much better except for a few; please, do not allow increases such as this push people out of their homes. That may sound extreme, but look at your demographics, look at the fact that people retired here many years ago, because they could live here decently on smaller incomes. The unemployed, the older residents, people that came here because they could afford it are in trouble now, please, don't add to this with these unreasonable increases. Company bottom lines, (profit), need to be on the back burner for the time being till everyone is in better financial positions. Thank yoUg
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84628

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84630

Date: 2/1/2010

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

Complaint By: **First:** Stephen Geoffrey **Last:** Wade

Account Name: Wade, Stephen Geoffrey Wade **Home:**

Street: 1 **Work:**

City: Sun City **CBR:**

State: AZ **Zip:** 85351 **is:**

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

2/1/10 W 01303A-09-0343 SW 01303A-09-0343 SUN CITY

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

From: Steve Wade [mailto:]

Sent: Sunday, January 31, 2010 12:06 PM

To: Utilities Div - Mailbox

Cc: Mayes-WebEmail; Kristin Mayes; Gary Pierce; Pierce-Web; Sandra Kennedy; Kennedy-Web; Paul Newman; Newman-Web; rstump@azcc.gov; Stump-Web; azrates@amwater.com; cfraulob@azruco.gov

Subject: Docket W-01W-01303A-09-0343

Please see the attached Public Comment Form regarding Rate Consolidation and Permanent Rate increase for Sun City AZ.

I recently received information from AAW regarding proposed changes that will increase our water and wastewater rates 27.7% and 40.8% respectively. Currently, Arizona-American Water Company's ("AZ American") rates are unique for each of its geographic districts. The existing rates reflect the differing cost to serve each geographic area. I understand that rate consolidation is the process of bundling a group of geographical districts together and averaging the differing costs for each district into a single rate.

The material provided by Arizona American Water provides no justification for this increase beyond what appears to be a rationalization of their accounting practices. Sun City has some of if not the best water in the state, so this consolidation/bundling process is detrimental to Sun City as we will help pay for costs in other districts to treat their water

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84630

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 **84632** **Date:** 2/1/2010

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

Complaint By: **First:** Jan **Last:** Sniderman

Account Name: Jan Sniderman **Home:** (000) 000-0000

Street: n/a **Work:**

City: Sun City **CBR:**

State: AZ **Zip:** 85351 **is:**

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

2/1/10 W 01303A-09-0343 SW 01303A-09-0343 SUN CITY

From: Jan Sniderman [mailto:jan@sniderman.com]
Sent: Saturday, January 30, 2010 9:12 AM
To: Utilities Div - Mailbox; Kristin Mayes; Gary Pierce; Sandra Kennedy; Paul Newman; rstump@azcc.gov
Cc: cfraulob@azruco.gov; azrates@amwater.com
Subject: RE Sun City: please consider a senior exemption for rate increase

RE: Arizona-American Water Company Rate Consolidation and Increases
Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343

We are senior citizens living in Sun City, which, by the way, is celebrating 50 years of existence in 2010. Newer towns are growing around us, but we have the infrastructure in our own "mature" community.

With no Social Security increase, things are getting tighter and tighter for seniors. My mother is approaching 93. She lived through the Great Depression. All her life, she deprived herself of a lot and lived frugally, just so when she got up in years, she could find comfort and security to be able to pay her own way, avoid debt and breathe easier. Now, she finds she has to use her emergency savings to pay bills for necessities such as water, food, heat and medications!

We urge you to consider:

Freeze water rates for seniors. It is very difficult for some of us to pay for food, heating bills, electric rates, medical expenditures, and other necessities on a fixed income. This freeze has been proposed in several cities across America.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

At the very least, freeze a senior citizen's primary residence water rate.

In Atlanta, GA, a Senior Citizen Discount is available to senior citizens aged 65 years and older, with household income of \$25,000 per year or less. In order to determine whether they qualify for the discount, they must submit an application and certain required documents to verify age and income.

Please, freezing rates could soften the blow to some of us hardest hit by inflation. Some of us have paid taxes for water for 50 years in our community. There is no new growth here; your rate increase has no direct benefit to Sun City Consumers whatsoever. Automatic meter reading? Why, when we need to create and secure more jobs for Arizonans!

Finally, new water and sewer facilities serve NEW growth, not 50 year old communities.

Please consider some form of senior exemption for your rate increase.

Sincerely,
Jan and Lou Sniderman

Sun City, Arizona
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84632

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax: (520) 222-3333

Priority: Respond Within Five Days

Opinion No. 2010 84538 Date: 1/29/2010

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

Complaint By: **First:** Clair **Last:** Bohren

Account Name: Clair Bohren **Home:**

Street: **Work:**

City: Sun City **CBR:**

State: AZ **Zip:** 85351 **is:**

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

*****DOCKET NUMBERS W-01303A-09-0343, SW-01303A-09-0343*****

REFERENCE: Arizona - American Water Company-Sun City Water

The water of Sun City is some of the best in the state if not the best. I and my wife feel that we should not be penalized by having to help other districts pay for costs to treat their water for which our water does not require.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

*****DOCKET NUMBERS W-01303A-09-0343, SW-01303A-09-0343*****

REFERENCE: Arizona - American Water Company-Sun City Water

Noted and file in Docket Numbers by Trish Meeter

End of Comments

Date Completed: 1/29/2010

Opinion No. 2010 - 84538

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

*****DOCKET NUMBERS W-01303A-09-0343, SW-01303A-09-0343*****

REFERENCE: Arizona - American Water Company -Sun City Water

Noted and filed in Docket Numbers by Trish Meeter

End of Comments

Date Completed: 1/29/2010

Opinion No. 2010 - 84542

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

*****DOCKET NUMBERS W-01303A-09-0343, SW-01303A-09-0343*****

REFERENCE: Arizona - American Water Company-Sun City

Noted and filed in Docket Control by Trish Meeter

End of Comments

Date Completed: 1/29/2010

Opinion No. 2010 - 84572

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz Phone: Fax: (602) 542-2100

Priority: Respond Within Five Days

Opinion No. 2010 84581 Date: 1/29/2010

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

Complaint By: First: Last:
Richard & Barbara Miles

Account Name: Richard & Barbara Miles

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: }

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Richard & Barbara Miles

Sun City, AZ

OPINION:

Did not have room for the other docket number which is SW-01303A-09-0343

We are opposed to the consolidation and rate increase. Sun City is it's own entity and we do NOT want to be consolidated, nor add their water increase burden to ours. Please count as 2 votes against for my husband and self.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 1/29/2010

Opinion No. 2010 - 84581

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 542-2406

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2010 84621

Date: 2/1/2010

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

Complaint By: **First:** Daniel E **Last:** Erlandsen

Account Name: Daniel E Erlandsen **Home:** (623) 875-8570

Street: 11126 W Emerald Dr **Work:**

City: Sun City **CBR:**

State: AZ **Zip:** 85351 **is:**

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins **Contact Phone:** (623) 815-3107

Nature of Complaint:

Email Received - Opinion Opposed (Sun City Water District):

RE: Docket No.'s W-01303A-09-0343 and SW-01303A-09-0343

From: Valorie Nimmo On Behalf Of Utilities Div - Mailbox
Sent: Monday, February 01, 2010 9:40 AM
To: Guadalupe Ortiz
Subject: FW: public_comment (2) (1).pdf - Adobe Reader

From: derlandsen [mailto:derlandsen@cox.net]
Sent: Friday, January 29, 2010 4:45 PM
To: Utilities Div - Mailbox
Subject: public_comment (2) (1).pdf - Adobe Reader

ATTACHED PUBLIC COMMENT FORM INCOMPLETE

2/1/2010 Email from Customer:

From: derlandsen [mailto:derlandsen@cox.net]
Sent: Monday, February 01, 2010 4:54 PM
To: Guadalupe Ortiz
Subject: Objection to Issue before the Commission

I wish to submit my objection to the rate consolidation and increase currently before the commission.

My name is Daniel E Erlandsen
11126 W Emerald Dr
Sun City Arizona, 85351

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

623-875-8570
derlandsen@cox.net
Utility Company: Arizona-American Water Co.
Docket #
W-01303A-09-0343
W-01303A-09-0343
Arizona
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED
End of Comments

Date Completed: 2/2/2010

Opinion No. 2010 - 84621

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84573

Date: 1/29/2010

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

First:

Last:

Complaint By: Charles and Deborah Williams

Account Name: Charles and Deborah Williams

Home: (602) 997-4505

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: ()

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED -

RE: Docket No. W-01303A-09-0343 and SW-01303A-09-0343

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

From: Valorie Nimmo On Behalf Of Utilities Div - Mailbox

Sent: Friday, January 29, 2010 2:47 PM

To: Guadalupe Ortiz

Subject: FW: Docket numbers W-01303A-09-0343 and SW-01303A-09-0343

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

From: Williams Deborah G. [mailto:]

Sent: Friday, January 29, 2010 8:20 AM

To: Utilities Div - Mailbox

Subject: Docket numbers W-01303A-09-0343 and SW-01303A-09-0343

FROM:

Charles and Deborah Williams

sun City, AZ 85373

DATE: 01/29/2010

RE: W-01303A-09-0343

COMMENT:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Ladies and Gentlemen of the Commission:

We strongly oppose the proposals referenced above, which place undue, unfair, unwarranted burden on us and our neighbors in Sun City. We Sun Citians pay for water costs and rate increases both in our personal bills and in our assessments due the non-profit Recreation Centers of Sun City. Thus we already pay our personal share of costs PLUS a shared geographic area cost. The enormous increases sought to treat water and wastewater outside our current area places a third tier of the burden on us! In addition, because Sun City and its sister Sun Cities are age-restricted, the rate proposals seek to extract funds from a population largely on limited and, due to many factors, declining resources. We are trying to pay our own way, use our resources wisely, and husband them well enough to sustain us until we die. These kinds of proposals create huge, unwarranted burden on senior citizens, a population class least able to adapt to them. We strongly urge you to abandon this course of action.

Sincerely,
Charles and Deborah Williams
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 1/29/2010

Opinion No. 2010 - 84573

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: /

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84593

Date: 2/1/2010

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

First:

Last:

Complaint By: Fred

Gilmand

Account Name: Fred Gilmand

Home:

Street: n/a

Work:

City: n/a

CBR:

State: AZ **Zip:** 00000

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Email Received - Opinion Opposed (Sun City Water District):

RE: Docket No. W-01303A-09-0343 and WS-01303A-09-0407

From: Valorie Nimmo On Behalf Of Utilities Div - Mailbox
Sent: Friday, January 29, 2010 2:48 PM
To: Guadalupe Ortiz
Subject: FW: Rate consolidation

From: Fred Gilmand [mailto:fgilmand@sunwater.com] :t]
Sent: Friday, January 29, 2010 11:45 AM
To: Utilities Div - Mailbox
Subject: Rate consolidation

I am definitely opposed to rate consolidation and increase.

Sun City Water District should not be penalized for problems in other Districts!

Fred Gilmand.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/1/2010

Opinion No. 2010 - 84593

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2010 84595

Date: 2/1/2010

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

First:

Last:

Complaint By: William G.

Eisert

Account Name: William G. Eisert

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Email Received - Opinion Opposed (Sun City Water District):

RE: Docket No. W-01303A-09-0343 and WS-01303A-09-0407

From: Valorie Nimmo On Behalf Of Utilities Div - Mailbox
Sent: Friday, January 29, 2010 2:48 PM
To: Guadalupe Ortiz
Subject: FW: Docket Numbers: W-01303A-09-0343 & SW-01303A-09-0343

From: Greg Eisert [mailto:geisert@azcc.gov]
Sent: Friday, January 29, 2010 12:19 PM
To: Utilities Div - Mailbox
Cc: William Eisert; Kristin Mayes; Gary Pierce; Sandra Kennedy; Paul Newman; rstump@azcc.gov
Subject: Docket Numbers: W-01303A-09-0343 & SW-01303A-09-0343

Please note the attached Public Comment form regarding my position on the noted Docket numbers/Arizona-American Water Company, Inc.

Thank you.

WG Eisert
William G. Eisert

Sun City, AZ 85351
(480) 542-2129 Telephone

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ATTACHED - OPINION:

Please note that as a resident of Sun City at the above noted address I am opposed to both the consolidation and rate increase requests made by the Arizona-American Water Company, Inc. per the Docket Numbers as listed above.

The requests for 27.7Yo and 40.85% increases for water and wastewater respectively by the noted water company is well beyond any reasonable increase given the current and government projected inflation rates. I understand that the ACC had recently awarded Arizona-American a 10% increase.

I know of no corporation in the marketplace receiving such increases for their products. It seems that Arizona-American management is not being held accountable for properly managing its resources and should either replaced or step up to the plate and live within the parameters of everyone else. Yes, I could see a marginal increase above the inflation rate of 3-5% but to pass the requested increases on to the Sun City RCSC thus the public - represents mismanagement on more than one level.

Thank you for your thoughtful consideration.

W.G. Eisert
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED
End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84595

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2010 84596

Date: 2/1/2010

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

First:

Last:

Complaint By:

Bill

McCUSKER

Account Name: Bill McCUSKER

Home: (000) 000-0000

Street: N/A

Work:

City: N/A

CBR: b

State: AZ **Zip:** 00000

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Email Received - Opinion Opposed (Sun City Water District):

RE: Docket No. W-01303A-09-0343 and WS-01303A-09-0407

From: Valorie Nimmo On Behalf Of Utilities Div - Mailbox

Sent: Friday, January 29, 2010 2:48 PM

To: Guadalupe Ortiz

Subject: FW: ARIZONA AMERICAN WATER COMPANY PROPOSED PRECIPITOUS RATE INCREASES

From: Bill McCUSKER [mailto:tom]@arizona.com

Sent: Friday, January 29, 2010 12:52 PM

To: Utilities Div - Mailbox

Subject: ARIZONA AMERICAN WATER COMPANY PROPOSED PRECIPITOUS RATE INCREASES

ATTACHED - COMMENTS:

AS YOU ARE AWARE, ARIZONA AMERICAN WATER COMPANY IS PART OF A LARGE CORPORATION THAT ALLOCATES ITS CORPORATE OVERHEAD OVER TO ITS SUBSIDIARIES. RATE INCREASES HAVE BEEN ASSESSED TIME AND AGAIN OVER THEIR ACQUISITION YEARS BUT HOW IS IT POSSIBLE IN A DOWN ECONOMY THAT PERCENTAGE INCREASES OF 27 ON WATER AND 40 ON WASTE WATER ARE JUSTIFIED? WHEN THE COMPANY ACQUIRED SUN CITY WATER BUSINESS, THEY REALIZED WHAT TYPE OF COMMUNITY AND BUSINESS THEY WERE BUYING. MOST OF THE RESIDENTS HERE ARE ON SOCIAL SECURITY AND THERE IS NO COST OF LIVING ADJUSTMENT THIS YEAR. IF THEY ARE UNSATISFIED WITH THE "BUSINESS"; LET THEM SELL IT AND HAVE IT RUN BY LOCAL ENTEURPRENEURS. WHY ARE WE SUPPORTING CONNECTICUT EXECUTIVES WHO LIVE IN A HIGHER COST OF LIVING STATE?

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84596

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2010 84620

Date: 2/1/2010

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

Complaint By: **First:** Roberta L **Last:** Rusinkas

Account Name: Roberta L Rusinkas

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Email Received - Opinion Opposed (Sun City Water District):

RE: Docket No. W-01303A-09-0343 and WS-01303A-09-0407

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

From: Valorie Nimmo On Behalf Of Utilities Div - Mailbox
Sent: Monday, February 01, 2010 9:40 AM
To: Guadalupe Ortiz
Subject: FW: Consolidation and Increases

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

From: rrusinkas@cox.net [mailto:rrusinkas@cox.net]]
Sent: Friday, January 29, 2010 4:34 PM
To: Utilities Div - Mailbox
Subject: Consolidation and Increases

Roberta L Rusinkas

Sun City Az 85351

01/29/2010

Docket # W 01303A-09-0343
SW01303A-09-0343
Position on the Docket CON

I am highly against the consolidation and rate increase by Arizona-American Water for water and waste water

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

handling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84620

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2010 84570 Date: 1/29/2010

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

Complaint By: **Ken Svee**
First: **Ken** **Last:** **Svee**

Account Name: Ken Svee **Home:** (000) 000-0000

Street: n/a **Work:**

City: n/a **CBR:**

State: AZ **Zip:** 00000 **is:**

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED - REGARDING SUN CITY WATER DISTRICT:

RE: Docket No.'s W-01303A-09-0343 and SW-01303A-09-0343

From: Valorie Nimmo On Behalf Of Utilities Div - Mailbox
Sent: Friday, January 29, 2010 2:47 PM
To: Guadalupe Ortiz
Subject: FW: Docket W-01303A-09-0343 and SW-01303A-09-0343

From: Ken Svee [mailto:]
Sent: Friday, January 29, 2010 7:05 AM
To: Utilities Div - Mailbox; Kristin Mayes; Gary Pierce
Subject: Fw: Docket W-01303A-09-0343 and SW-01303A-09-0343

--- On Fri, 1/29/10, Ken Svee

From: Ken Svee <
Subject: Fw: Docket W-01303A-09-0343 and SW-01303A-09-0343
To: "
Date: Friday, January 29, 2010, 8:01 AM

--- On Fri, 1/29/10, Ken Svee <k

From: Ken Svee
Subject: Docket W-01303A-09-0343 and SW-01303A-09-0343
To: azrates@amwater.com, cfraulob@azruco.gov, rstump@azcc.gov
Date: Friday, January 29, 2010, 7:59 AM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I am not in favor of the proposed rate consolidation and prefer to leave the rates as they exist in the community of Sun City. We will continue to treat OUR water and feel that consolidation will increase our costs unnecessarily. I will contact you further on this as I gain more knowledge and information on the proposal. Bottom line is I am opposition to the proposal.

From: Ken Svee [mailto:
Sent: Friday, January 29, 2010 7:36 AM
To: Utilities Div - Mailbox; azrates@amwater.com; Kristin Mayes
Subject: docket W01303A-09-0343 and SW-01303A-09-0343

I am with the understanding that the consolidation factor being considered is proosed by the Arizona Corporation Commission staff. I am in total opposition to this proposal.

The issue of increasing the water rates and the wastewater appears to be the same issue that was turned down just recently in the city of Sun City with it's proposal to increase the fire department access in Youngtown. I see no justification to the rate increases and adamently disapprove of this rate increase without any justification other than increasing it. The bottom line is that this increase being proposed is aimed at the citizens of Sun City and I am in opposition to this. If I am in error on any of this, I would like for someone to correct me and provide me with any justification and needs for these Dockets. My Phone number is 218-838-9590 thank you

From: Ken Svee [mailto:
Sent: Friday, January 29, 2010 4:31 PM
To: Utilities Div - Mailbox; Kristin Mayes; Gary Pierce; Sandra Kennedy; Paul Newman; cfraulob@azruco.gov
Subject: Docket W-01303A-09-0343 and SW-01303A-09-0343

I am at a loss as to why we are facing another request for rate increases. We just went through this about one year ago, maybe it was 2008, I am not sure however I do know it was turned down. That rate increase was included in a request to up grade the system and add fire hydrants with mossst of the work being done in Youngstown. now this!!!!

I say: Leave Sun City as it is and do nothing to consolidate it with other agencies. It is only to enable the citizens of Sun City to help pay for water treatment that we, in Sun City do not need.

I also say: The rate increase is just that-----a rate increase with no real justification. I would like to see the reasons involved and any justification for a rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 1/29/2010

Opinion No. 2010 - 84570

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2010 84619

Date: 2/1/2010

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

First:

Last:

Complaint By: Roger

Van Dam

Account Name: Roger Van Dam

Home:

Street: e

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: () - 1234

Nature of Complaint:

Email Received - Opinion Opposed (Sun City Water District):

RE: Docket No. W-01303A-09-0343 and WS-01303A-09-0407

From: Valorie Nimmo On Behalf Of Utilities Div - Mailbox

Sent: Monday, February 01, 2010 9:39 AM

To: Guadalupe Ortiz

Subject: FW: W-01303A-09-0343 & SW-01303A-09-0343

From: Roger Van Dam [mailto:]

Sent: Friday, January 29, 2010 4:09 PM

To: Utilities Div - Mailbox

Cc: Gary Pierce; Pierce-Web; Sandra Kennedy; Kennedy-Web; Paul Newman; Newman-Web;

rstump@azcc.gov; Stump-Web

Subject: W-01303A-09-0343 & SW-01303A-09-0343

To whom it may concern,

Please review my comment on the attached form.

Thank You

Roger Van Dam

ATTACHED - PUBLIC COMMENT:

I wish to express my objection to this proposal as there is no advantage to the Sun City residents to have this enacted. There can only be a down side with increased cost to all our residents.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

We have been good stewards of our water over the years and will continue to do so with out this out side interference.

Thank you.
Roger Van Dam
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED
End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84619

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: |

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2010 84606

Date: 2/1/2010

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

First:

Last:

Complaint By: Roger M.

Stanley

Account Name: Roger M. Stanley

Home: 0

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:**

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Email Received - Opinion Opposed (Sun City Water District):

RE: Docket No. W-01303A-09-0343 and WS-01303A-09-0407

From: Valorie Nimmo On Behalf Of Utilities Div - Mailbox
Sent: Friday, January 29, 2010 2:50 PM
To: Guadalupe Ortiz
Subject: FW: Emailing: public_comment.pdf

From: Jeri Stanley [mailto:
Sent: Friday, January 29, 2010 2:45 PM
To: Utilities Div - Mailbox
Subject: Emailing: public_comment.pdf

From: Jeri Stanley [mailto:
Sent: Friday, January 29, 2010 3:44 PM
To: Utilities Div - Mailbox
Subject: Emailing: public_comment.pdf

Please read the attached form and process the info accordingly.

Attached Public Comment:

We can understand the need for a slight rate increase, but the numbers you are considering are ridiculous. And Sun City Currently has great water. We do not want to be bundled with other geographic districts to help pay for their water treatment Leave our area alone and let others deal with their own problems, PLEASE. We just can't handle any more increases.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Thank you,
Roger M. Stanley
Jenlyn A. Stanley
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED
End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84606

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Guadalupe Ortiz

Phone:

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2010 84623

Date: 2/1/2010

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

First:

Last:

Complaint By: Helen (Hedy)

Vann

Account Name: Helen (Hedy) Vann

Home: (

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:**

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Email Received - Opinion Opposed (Sun City Water District):

RE: Docket No. W-01303A-09-0343 and WS-01303A-09-0407

From: Valorie Nimmo On Behalf Of Utilities Div - Mailbox
Sent: Monday, February 01, 2010 9:40 AM
To: Guadalupe Ortiz
Subject: FW: Comments

From: Hedy Vann [mailto:
Sent: Friday, January 29, 2010 2:42 PM
To: Utilities Div - Mailbox
Subject: Comments

ATTACHED - PUBLIC COMMENT:

Please do NOT allow any rate increases nor the company requested consolidation plan.

Sun City is unique in it's supply of good water, cost effective service are and residences are quite water use conservative.

Sun City is also mainly inhabited by Fixed income family like mine and can ill afford ANY increases to our household budgets, especially those aimed to increase a water utilities's bottom line. Please give them the same message we have gotten from the government "No cost of living raise live with what you get"

I want you all to genuinely send the message to Arizona-American water company that we simply cannot afford ANY increase in our rates!

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED
End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84623

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

AMOUNTS THAT HAVE BEEN PROPOSED BY THE WATER COMPANY ARE INSANE WHEN INFLICTED ON ANYONE, BUT TO DO THAT TO RETIRED PEOPLE ON FIXED INCOMES IS LUDICROUS. WE CAN'T EVEN GET A SMALL COST OF LIVING INCREASE TO OUR SOCIAL SECURITY.

WHEN YOU PUT THAT INCREASE ON THE RECREATION CORPORATION WE, THE CITIZENS OF SUN CITY GET A DOUBLE WHAMMY. THE RECREATION CORPORATION IS NON PROFIT, SO THEY MUST PASS ANY INCREASES TO THEM ON TO THE MEMBERS OF THE CORPORATION WHO ARE THE HOME OWNER IN SUN CITY.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84624

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84684

Date: 2/3/2010

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

Complaint By: First: Glenn and Janet Last: Peterson

Account Name: Glenn and Janet Peterson

Home

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

We would like it very much if there was not an increase in our water utilities. Thank you very much.

The Glenn Peterson family

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/3/2010

Opinion No. 2010 - 84684

W-01303A-09-0343
SW-0103A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84685

Date: 2/3/2010

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

Complaint By: **First:** Gertrude **Last:** Kearns

Account Name: Gertrude Kearns

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

Since the majority of Senior Citizens are on fixed income and live in this area and there doesn't seem to be a good reason for this increase except that making of money for a few who are running this company.

Why should we be bundled with other districts to help pay for the treatment of water that is not as good as what we have here in Sun City.

Some how this doesn't seem fair to me and a lot of others who live in this area.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/3/2010

Opinion No. 2010 - 84685

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84686 Date: 2/3/2010

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

Complaint By: **First:** Paul **Last:** Fakundiny

Account Name: Paul Fakundiny **Home:**

Street: **Work:**

City: Sun City **CBR:**

State: AZ **Zip:** 85351 **is:**

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins **Contact Phone:**

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

Consolidating Sun City's water with other areas in order to get increases is not fair to the fixed income residents of Sun City.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/3/2010

Opinion No. 2010 - 84686

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84687

Date: 2/3/2010

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

Complaint By: First: Patrick & Juanita Last: Hodge

Account Name: Patrick & Juanita Hodge

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

I am opposed to your consolidation/bundling proposal. Keep Sun City separate.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/3/2010

Opinion No. 2010 - 84687

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84690 Date: 2/3/2010

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

Complaint By: First: Gary Last: Driskell

Account Name: Gary Driskell Home: (

Street: Work:

City: Sun City CBR:

State: AZ Zip: 85351 is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

I am adamantly opposed to the purposed consolidation and increase that Arizona-American Water wants. This unnecessary increase would be a financial burden on most of the retired residents of this community. This increase would not only effect our personal water use but RSCS will increase our rec fees annually.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/3/2010

Opinion No. 2010 - 84690

IN-01303A-09-0343

SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84691

Date: 2/3/2010

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

Complaint By: **First:** John J. **Last:** O'Neill

Account Name: John J. O'Neill

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

We should pay reasonable rates for water and wastewater for our city (Sun City). These rates should no be influenced by the cost of water and wastewater supplied to other cities. Sun city is not in the business of subsidizing other cities.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/3/2010

Opinion No. 2010 - 84691

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84688 Date: 2/3/2010

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

Complaint By: First: Ritchie R. Last: Miller

Account Name: Ritchie R. Miller

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

Currently the utilities rates are unique for each of its geographic locations. To bundle geographic districts together removes their ability to charge customers for the cost of providing the water to each geographic area and instead charges customers from several existing districts with average costs for the much wider area. This will result in some people with good water paying some of the cost of other people with less good water that requires more treatments.

Please reject your staff proposal to consolidate districts and reduce or make reasonable the rate increases proposed by Arizona-American Water Company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/3/2010

Opinion No. 2010 - 84688

W-01303A-09-0343
SW-01303A-0A-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84689 Date: 2/3/2010

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

Complaint By: **First: Donald Last: Stemen**

Account Name: Donald Stemen

Home: ---

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

We as Sun City residents can not afford the rate increase you are proposing. Not only will we be hit with an increase for our home usage, but an additional increase from the RCSC, a non profit organization. This is something that the retired citizens of Sun City can not afford.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/3/2010

Opinion No. 2010 - 84689

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84692

Date: 2/3/2010

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

Complaint By: First: John and Phyllis Last: King

Account Name: John and Phyllis King

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

This consolidation/bundling process is detrimental to Sun City. We are adamantly opposed to this consolidation. It's not only detrimental to Sun City, those of us on fixed incomes are in no position to afford the additional expense.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/3/2010

Opinion No. 2010 - 84692

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84693 Date: 2/3/2010

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

Complaint By: First: Earl & Rita Last: Warren

Account Name: Earl & Rita Warren

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

We are totally against this consolidation and increase!! We feel that it is unfair, and would be a capricious decision, to force Sun City residents to consolidate with other districts & and increase our rates. This consolidation is detrimental in the regard that we would be helping pay for costs in other districts to treat their water that our water does not require, thus creating an unfair hardship to thousands of senior citizens who may be on limited income such as us.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/3/2010

Opinion No. 2010 - 84693