

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



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ORIGINAL

ARIZONA CORPORATION COMMIS...
UTILITY COMPLAINT FORM

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Investigator: Carmen Madrid **Phone:** **Fax:** (

Priority: Respond Within Five Days

Opinion No. 2010 84744 **Date:** 2/4/2010

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

Complaint By: **First:** James L. **Last:** Rideout

Account Name: James L. Rideout **Home:** (

Street: **Work:** (000) 000-0000

City: Sun City **CBR:** j

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

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

I am firmly opposed to this large increase which is unwarranted for Sun City. This increase is due to your proposed consolidation which we do not want.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/4/2010 I contacted consumer and informed him that his opinion had been received and will be made a part of the permanent docket. I also explained that Commissioners will be getting a copy of the opinion. He appreciated the information. Closed

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

Date Completed: 2/4/2010

Opinion No. 2010 - 84744

Arizona Corporation Commission
DOCKETED
FEB - 4 2010

DOCKETED BY *[Signature]*

RECEIVED
2010 FEB - 4 1 P 4: 12
AZ CORP COMMISSION
DOCKET CONTROL

W-01303A-09-0343
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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 84740

Date: 2/4/2010

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

Complaint By: First: Marge Last: Povilaitis

Account Name: Marge Povilaitis

Home:

Street:

Work: (000) 000-0000

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:

From: Marge [mailto:.....]
Sent: Tuesday, February 02, 2010 8:30 PM
To: Utilities Div - Mailbox; Kristin Mayes; Gary Pierce; Sandra Kennedy; Paul Newman; rstump@azcc.gov; azrates@amwater.com; cfraulob@azruco.gov
Subject: Arizona-American Water Co. Rate Consolidation and Increases

Gentlemen:

Please review and include my arguments in the attached Public Comment Forms during your deliberations regarding the above-subject matter (reference Docket numbers W-01303A-09-0343 and SW-01303A-09-0343).

Thank you,

Marge Povilaitis

Sun City, AZ 85351

Phone (

I am opposed to the proposed rate consolidation and increases for the following reasons:

1. Inasmuch as Sun City's water supply is of better quality than that of our neighboring communities and, therefore, Less costly to deliver, it seems patently unfair to group us into an area-wide pool for the purpose of consolidating rates. The financial impact on most Sun Citians (who are on limited incomes) would result in an unbearable hardship.

2. The sheer size of the requested rate increases is, simply, unaffordable to those of us who have limited, fixed

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

incomes. Rate increases in the mid-single digit range would be tough enough to deal with, let alone the usury increases this utility is demanding.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/4/2010 I contacted consumer and informed her that her opinion had been received and will be made part of the permanent docket. I also informed her that distribution will be made to all Commissioners and staff assigned to matter. The opinion will also be available for viewing on the ACC website in the AAWC application. She appreciated the information. Closed

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

End of Comments

Date Completed: 2/4/2010

Opinion No. 2010 - 84740

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 **84732** **Date:** 2/4/2010

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

Complaint By: **First:** Constance M. **Last:** Myck

Account Name: Constance M. Myck **Home:** (000) 000-0000

Street: **Work:** (000) 000-0000

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:

Arizona American Water Company

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

As a Sun City resident and taxpayer, I wish to add my voice to the opposition of proposed rate consolidation and increases requested by Arizona-American Water Company. The proposed increases will force an unfair burden on residents of this community in an effort to pay for plants and services which will not directly serve or benefit Sun City.

As a community of senior citizens living on fixed incomes, these increases will cause financial hardship for those of us least able to afford them in an effort to cover the cost of growth and services in other parts of Arizona-Americans service area. A cost, that I feel should be paid by those most likely to benefit, including the profits of Arizona-Americans shareholders.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following letter via e-mail:

February 4, 2010

Ms. Constance M. Myck

1
Sun City, AZ

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Ms. Myck:

Your comments 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. 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 & SW-01303A-09-0343
End of Comments

Date Completed: 2/4/2010

Opinion No. 2010 - 84732

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2010 84728

Date: 2/4/2010

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

Complaint By: **First:** Paul W. **Last:** Zaleski

Account Name: Paul W. Zaleski

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:

*****Docket Numbers W-01303A-09-0343, SW-01303A-09-0343*****

REFERENCE: ARIZONA AMERICAN WATER COMPANY, INC. - Sun City

We moved to Sun City in May 2003 and every year since we lived here, just about everything we touch or use, has gone up in cost. Taxes, rec, fees, food, gasoline, Medicare costs, & no cost of living allowance, now you're telling me Water and Sewer fees are going up by 28% and almost 41% respectively.

When we moved here, this was almost the garden of Eden, the cost of living in the area was reasonable. In the seven years we have lived here we have almost depleted our savings to the point, my wife & I went to work part time to make ends meet. Because of the economy my wife was laid off.

Most of the people that live in Sun City are on a fixed income, and are stretching their budgets to exist in today's economy. Please do not consolidate Sun City with other higher rated districts, this would be totally unfair to Sun City residents

End of Complaint

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, INC. - Sun City

Noted and filed in Docket Control by Carmen Madrid.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 2/4/2010

Opinion No. 2010 - 84728

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion No. 2010 84720 **Date:** 2/3/2010

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

Complaint By: **First:** Joan M. **Last:** Vamer

Account Name: Joan M. Vamer **Home:** [REDACTED]

Street: [REDACTED] **Work:**

City: Sun City **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

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

Nature of Complaint:

Docket Numbers W-01303A-09-0343, SW-01303A-09-0343

REFERENCE: ARIZONA AMERICAN WATER COMPANY, INC. - Sun City

I believe the increases that are being requested are unreasonable during these economic conditions.
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Docket Numbers W-01303A-09-0343, SW-01303A-09-0343

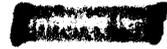
REFERENCE: ARIZONA AMERICAN WATER COMPANY, INC. - Sun City

Noted and filed in Docket Control by Carmen Madrid.

End of Comments

Date Completed: 2/3/2010

Opinion No. 2010 - 84720



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez **Phone:** () **Fax:** ()

Priority: Respond Within Five Days

Opinion **No.** 2010 84723 **Date:** 2/3/2010

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

Complaint By: **First:** Roger **Last:** Landon

Account Name: Roger Landon **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:

Docket Numbers W-01303A-09-0343, SW-01303A-09-0343

REFERENCE: ARIZONA AMERICAN WATER COMPANY, INC. - Sun City

January 31, 2010

Arizona Corporation Commission, Consumer Services Section
1200 W. Washington St
Phoenix AZ 85007

Gentlemen:

I write you regarding:

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

I am neither in favor of the consolidation nor the increase; it is a unnecessary burden for us retirees in Sun City.

Roger London
1
Sun City AZ

!
End of Complaint

**ARIZONA CORPORATION COMMISSION
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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, INC. - Sun City

Noted and filed in Docket Control by Carmen Madrid.

End of Comments

Date Completed: 2/3/2010

Opinion No. 2010 - 84723
