

COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



0000107152

ORIGINAL

ARIZONA CORPORATION COMMISSION

February 4, 2010

To: Docket Control

RE: Arizona American Water Company - Customer Comments
Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 11 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED
FEB - 4 2010

DOCKETED BY 

AZ CORP COMMISSION
DOCKET CONTROL

2010 FEB - 4 | P 4: 13

RECEIVED

W 01303A-09-0343

SW 01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (

Fax: (

Priority: Respond Within Five Days

Opinion No. 2010 - 84663

Date: 2/2/2010

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

Complaint By: **First:** Bonnie **Last:** Mirick

Account Name: Bonnie Mirick

Home: (623) 000-0000

Street: n/a

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPINION TO ALL COMMISSIONERS

From: Bonnie Mirick

Sent: Friday, January 29, 2010 11:17 AM

To: Kristin Mayes; Mayes-WebEmail; Gary Pierce; Pierce-Web; Sandra Kennedy; Kennedy-Web; Paul Newman; Newman-Web; stemp@azcc.gov; Stump-Web

Subject: Arizona-American Water Company Proposed rate Increases

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

These proposed actions of consolidations and rate increases are totally unfair and unrealistic for the people of Sun City. To consolidate means that we would be paying for the added expense in other areas than Sun City - why penalize the citizens of Sun City. And the Proposed rate increases are totally out of sight for people who live on fixed incomes as the citizens of Sun City do. I personally could not afford these types of increases in my water and waste bills.

Bonnie Mirick

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/2/2010

Opinion No. 2010 - 84663

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion Docketed
End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84643

W 01303A-09-0343

SW 01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-8826

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 84642

Date: 2/1/2010

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

Complaint By: **First:** Kenneth **Last:** Florence

Account Name: Kenneth Florence

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:

1/28/2010

Kenneth Florence

Docket you wish to comment on: Rate Consolidation and increase
Case or Utility Name: Arizona American Water Co. Inc.
Docket Number: SW-01303A-09-0343
Position on Docket: Con

This action needs to be reconsidered as the people in Sun City have very good quality water and we should not have to pay to improve the water quality of other areas. Most people here are on fixed income and can not afford your continuous actions of increasing the fees for utilities in this state. Companies need to tighten their belts just as the ordinary person is.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed

End of Comments

Date Completed: 2/1/2010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2010 - 84642

W 01303A-09-0343

SW 01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 84641

Date: 2/1/2010

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

Complaint By: First: Laurence V. Last: Shuppert

Account Name: Laurence V. Shuppert

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:

1/28/2010

Laurence V. Shuppert

1

Docket you wish to comment on: W-01303A-09-0343 and SW-01303A-09-0343

Case or Utility Name: Arizona American Water

Position on Docket: Con

We had a major increase in water cost in the past year. Another major cost now would mean a price increase in a year of more than 50%. The rate of inflation during that same period was less than 3%. There can be no justification for this imbalance. -Larry Shuppert

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed

End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84641

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

W 01303A-09-0343

SW 01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 84640

Date: 2/1/2010

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

First:

Last:

Complaint By: Judith

Bonner

Account Name: Judith Bonner

Home: 727-2116

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:

1/28/2010

Judith Bonner

Docket you wish to comment on: Rate Consolidation and increase
Case or Utility Name: Arizona American Water Company
Docket Number: W-01303A-09-0343 SW-01303A-09-0343

I live on a fixed income and the increases thus will cause a hardship to me and most of my neighbors.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed
End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84640

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion Docketed
End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84639

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion Docketed
End of Comments

Date Completed: 2/1/2010

Opinion No. 2010 - 84638

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/1/2010

Opinion No. 2010 - 84637

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 84636

Date: 2/1/2010

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

Complaint By: **First:** Ronald **Last:** Stoltz

Account Name: Ronald Stoltz

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:

1/28/2010

Ronald Stoltz

Docket you wish to comment on: Water rate increase for Sun City
Case or Utility Name: Arizona-American Water Company
Docket Number: W-01303A-09-0343
Position on Docket: Con

We believe it would be unfair to Sun City residents to have a increase in water and disposal rates to support areas out side of Sun City. Sun City residents are mostly on fixed retirement incomes and many rely solely on Social Security. The Social Security did not even give us a cost of living increase. We already have additional expenses from the electric rate increase not to mention rising prices on food, etc. Why punish the retired on fixed incomes.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/1/2010

Opinion No. 2010 - 84636

W 01303A-09-0343
JW 01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2010 - 84681

Date: 2/3/2010

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

Complaint By: First: Dale Last: Zimmerman

Account Name: Dale Zimmerman

Home: , - - - - -

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPINION THROUGH CHAIRMAN MAYES

Most of us in Sun City are living on a fixed income. Since moving here my property tax has doubled and my health insurance has increased by 400%. All of my utilities have gone up. My retirement annuity for this year has been decreased by \$145 per month. I as well as others in this retirement community are very concerned when anyone talks of rate increased.

thank you,

Dale Zimmerman

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 2/3/2010

Opinion No. 2010 - 84681

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

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 84682

Date: 2/3/2010

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

Complaint By: **First:** Patricia & Gordon **Last:** Plancich Sr.

Account Name: Patricia & Gordon Plancich Sr **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:

OPINION THROUGH CHAIRMAN MAYES

From: Plancich Patricia [redacted]
Sent: Saturday, January 30, 2010 4:04 PM
To: Mayes-WebEmail
Subject: Rate Consolidation and increases

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

We are very apposed to the consolidation and increases in Sun City. We seniors are taking a hit from everywhere and are incomes have decreased. Please believe we are not all rich by far.

Utility Name: Arizona-American Water Company, Inc

Patricia and Gordon Plancich SR

Sun Citv. AZ 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/3/2010

Opinion No. 2010 - 84682
