

W-01303A-09-0343
SK-01303A-09-0343



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ORIGINAL

ARIZONA CORPORATION COMM
UTILITY COMPLAINT FORM

41
CD

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83983

Date: 12/24/2009

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

Complaint By: First: Ray Last: Zorz

Account Name: Ray Zorz Home: (000) 000-0000

Street: n/a Work: [REDACTED]

City: n/a CBR: [REDACTED]

State: AZ Zip: n/a Is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:
12/24 ANTHEM DISTRICT

Arizona Corporation Commission

DOCKETED

DEC 28 2009

DOCKETED BY [Signature]

RECORDED
DEC 28 '09 9:21
INDEXED

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

From: Ray [REDACTED]
Sent: Thursday, December 24, 2009 7:23 AM
To: Utilities Div - Mailbox
Subject: Subject: Water Rate Increase Complaint, Docket number: W-01303A-09-0343

To Whom it May Concern:

As an Anthem resident I'm very concerned the upcoming proposed rate increase. It would be one thing if the rate was based on water usage, but it's been said my bill will DOUBLE even if I stopped using water. I have a water bill that shows Basic service - 42.88, WATER VOLUME - 8.57. They want to double that to around \$85 for the service. For that we get water in Anthem we won't drink without filtering it.

I'm sorry American Water made a bad investment. I'm even sorrier that I may have made a bad investment in Anthem.

It appears that Anthem residents are being penalized for the size of their pipes, with rates varying by pipe size rather than usage. Water is a precious commodity in Arizona and conservation should be encouraged. If they want to recoup their bad investment, at least do it via charging more for volume.

Sincerely,

Ray Zorz

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Anthem resident.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed: 12/24/2009

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