

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



0000107923

ORIGINAL

ARIZONA CORPORATION COMMISSION

February 19, 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 29 customer comments OPPOSING the above cases.

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

Filed by: Utilities Division -- Consumer Services

Arizona Corporation Commission

DOCKETED

FEB 19 2010

DOCKETED BY	<i>MM</i>
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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2010 FEB 19 P 3:54

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85123

Date: 2/18/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: R. Lee

Hughett

Account Name: R. Lee Hughett

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: N/A

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

2/18/10 *****RECEIVED FROM CHARIMAN MAYES' OFFICE*****

REFERENCE: Sun City Water District Consolidation & Rate Case - OPINION OPPOSED
DOCKET No. W-01303A-09-0343 & SW-01303A-09-0343

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

From: [REDACTED]
Sent: Tuesday, February 16, 2010 4:06 PM
To: Mayes-WebEmail

Subject: water rates I feel that we should not be a part of the Anthem water district as there problems should have been taken care of when Del Webb or or co. took that over I am part of the sun city area
thank you R. Lee Hughett

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and docketed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343
End of Comments

Date Completed: 2/18/2010

Opinion No. 2010 - 85123

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85102

Date: 2/18/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: Thomas Ohlson

Account Name: Thomas Ohlson

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: N/A

CBR:

State: AZ Zip: N/A

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

2/18/10 *****RECEIVED FROM CHARIMAN MAYES' OFFICE*****

REFERENCE: Sun City Water District Consolidation & Rate Case - OPINION OPPOSED
DOCKET No. W-01303A-09-0343 & SW-01303A-09-0343

From:
Sent: Wednesday, February 17, 2010 2:40 PM
To: Maves-WehFmail
Cc:
Subject: WATER RATE INCREASE IN SUN CITY

NO!
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and docketed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343
End of Comments

Date Completed: 2/18/2010

Opinion No. 2010 - 85102

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85075 Date: 2/17/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

Complaint By: **First:** **Last:**
Ralph L. Banke

Account Name: Ralph L. Banke

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, INC. - Sun City - water-sewer-consolidation

February 10, 2010

Arizona Corporation Commission
Consumer Service Section
1200 West Washington Street
Phoenix, AZ 85007

Personal Information:

Ralph L. Banke and Carol M. Banke

Utility Name: Arizona American Water Company, Inc.

Docket Number: W-01303A-09-0343 and SW-01303A,-09T0343 RE:
Rate Consolidation and Increases

This is to advise you that I and my wife are not in favor of a rate consolidation by Arizona American Water Company, Inc. to include our property in Sun City, AZ 85351.

Respectfully Submitted,

Ralph L.; Bdnke

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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, INC. - Sun City - water-sewer-consolidation

Noted and filed in Docket Control by Trish Meeter

End of Comments

Date Completed: 2/17/2010

Opinion No. 2010 - 85075

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85139

Date: 2/19/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: MaryAnn

Permoda

Account Name:

Home: (000) 000-0000

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:

2/19/10 Docket Nos. W-01303A-09-0343 and SW-01303A-009-0343 CONSOLIDATION AND RATES

SUN CITY

February 13, 2010
Arizona Corporation Commission
Consumer Services Section
1200 W. Washington Street
Phoenix, AZ 85007

Regarding: Arizona-American Water Company, Inc.
Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343
Ref: RATE CONSOLIDATION AND INCREASES

To whom it may concern:

As a resident of Sun City Arizona, I (we) are opposed to the request by Arizona American Water Company for rate increases under the "Rate Consolidation and Increases". In addition, the proposal of 'consolidation/bundling' with 'other' districts is unfair to Sun City as a community and to the home owners. Sun City is a community of retired individuals many of which are on fixed incomes and can not sustain proposed inflationary increases.

I (we) are asking the Arizona Corporation Commission to consider the negative impact these proposed increases will have on our residences within Sun City.

Respectfully submitted,
MaryAnn Permoda

Sun City, AZ 85351

End of Complaint*

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85139

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2010 85153

Date: 2/19/2010

Complaint Description: N/A Not Applicable
08G Consolidation - Opposed

Complaint By: **First:** Raymond **Last:** Nuenke

Account Name: Raymond Nuenke

Home: (000) 000-0000

Street: 1001

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:

2/19/10 Docket Nos. W-01303A-09-0343 and SW-01303A-009-0343 CONSOLIDATION

SUN CITY

2/14/2010

Raymond Nuenke

Sun City, AZ 85351

re

Email: (

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

Case or Utility Name: Arizona-American Water Company, Inc.

Docket Number: W-01303A-09-0343

Position on Docket: Con

The packaging a group of geographical districts together and averaging the differing costs for each district into a single rate, would shift an unfair portion of the cost to Sun City which for on thing does not need the expensive arsenic removal. This would also be a 78% increase for water and 168% for waste water.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

DOCKETED
End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85153

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2010 85152

Date: 2/19/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

Complaint By: **First:** Mary **Last:** Rynkiewicz

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

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:

2/19/10 Docket Nos. W-01303A-09-0343 and SW-01303A-009-0343 CONSOLIDATION and RATES

SUN CITY

Feb. 16, 2010

Arizona Corporation Commission

Please vote No on W-01303A-09-0343 and SW-01303A-09-0343.

Arizona American Water Company, Inc. wants to bundle other districts water use with ours and we in Sun City would help to pay for their water use- I am soon to be 78 years old- I lost my husband 9 years ago and I get by on my small S.S check- I can just about keep up with my own bills and can not pay for any one else- Please vote no and the above issues.

Thank you
Mrs Mary A. Rynkiewicz

Mrs Mary A. Rynkiewicz
Sun City, AZ 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

DOCKETED
End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85152

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 512-2100

Fax: (602) 512-2100

Priority: Respond Within Five Days

Opinion No. 2010 85150

Date: 2/19/2010

Complaint Description: N/A Not Applicable
08G Consolidation - Opposed

Complaint By: **First:** Malcolm **Last:** Young

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

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:** (623) 815-3107

Nature of Complaint:

2/19/10 Docket Nos. W-01303A-09-0343 and SW-01303A-009-0343 CONSOLIDATION

SUN CITY

17-Feb-2010

Malcolm A. Young
Arizona American Water Company Ltd

Phone (602) 512-2100
Email: rmeeter@acc.state.az.us

Docket you wish to comment on: Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343
Case or Utility Name: Proposed Sun City Water & Wastewater Rate Consolidation
Position on Docket: Con

I am adamantly opposed to any change in either the Consolidation or the Bundling of the Sun City water and wastewater districts. It is obvious a ploy by AZ American to shield districts with water problems from large rate increases, at the expense of Sun City districts that do not share responsibility for those problems. The ACC should not participate in that unfair face-saving game. You should follow the old adage for Sun City districts: "If it's not broken, don't fix it" and challenge the ACC to prove that Sun City districts are responsible. Any valid rate increase for Sun City should be justified ONLY by water conditions that exist for Sun City primary and dominate water sources. Do not fall for the argument that a very small percentage of water might be fed to us from problem district sources. That sounds like another ploy by AZ American to "contaminate" Sun City districts and justify Consolidation and Bundling.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85150

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: () () () () () ()

Fax: () () () () () ()

Priority: Respond Within Five Days

Opinion No. 2010 85149

Date: 2/19/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

Complaint By: **First:** Linda **Last:** Drago

Account Name: Linda Drago

Home: (000) 000-0000

Street: [REDACTED] DRIVE

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:

2/19/10 Docket Nos. W-01303A-09-0343 and SW-01303A-009-0343 RATES

SUN CITY

2/17/2010

LINDA DRAGO

SUN CITY, AZ 85373

PHONE:

EMAIL:

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

IT SEEMS THAT EVERYTHING IN THE SUN CITY AREA IS GOING UP. PROPERTY TAX, MAINTENANCE FEE, TRASH. NOW, THEY WANT TO RAISE OUR WATER AND WASTE WATER FEE BY OVER 40%. THIS IS SO UNFAIR FOR PEOPLE WHO ARE STRUGGLING TO GET ALONG ON SOCIAL SECURITY. TIMES ARE BAD FOR ALL OF US. WITH NO RAISE THIS YEAR IN SOCIAL SECURITY BENEFITS AND HEATHCARE INSURANCE GOING UP AS WELL, WE ON SOCIAL SECURITY ARE UNDER STRESS WONDERING HOW WE ARE GOING TO PAY OUR BILLS. PLEASE, PLEASE DO NOT RAISE THESE RATES AS IS BEING REQUESTED!!

THANK YOU FOR YOUR ATTENTION.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85149

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2010 85148 Date: 2/19/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: Kari and Marguery Cornwell

Account Name:

Home: (000) 000-0000

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:

2/19/10 Docket Nos. W-01303A-09-0343 and SW-01303A-009-0343 CONSOLIDATION and RATES

SUN CITY

2/15/2010

Kari and Marguery Cornwell

Phone: ()

Email: marn@

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

Case or Utility Name: AZ-American Water Company, Inc.

Docket Number: W-01303A-09-0343 SW-01303A-09-0343

Position on Docket: Con

We are against rate consolidation, bundling, + rate increases for Sun City as we feel this would not be in our best interest. Those with fixed incomes would be hurt badly.

Sincerely,
Kari & Marguery Cornwell
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

DOCKETED
End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85148

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 974-2000

Fax: (602) 974-2000

Priority: Respond Within Five Days

Opinion No. 2010 85146 Date: 2/19/2010

Complaint Description: N/A Not Applicable
08G Consolidation - Opposed

Complaint By: **First: Jack Last: Fehlandt**

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

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:** (623) 815-3107

Nature of Complaint:

2/19/10 Docket Nos. W-01303A-09-0343 and SW-01303A-009-0343 CONSOLIDATION

SUN CITY

2/12/2010

Jack Fehlandt

Sun City, AZ 85373

Phone: (602) 974-2000

Email: r

Docket you wish to comment on: Water rate consolidation and increases

Docket Number: W-01303A-09-0343, SW-01303A-09-0343

Case or Utility Name: Arizona-American Water Company, Inc.

Position on docket: Con

Rate consolidation makes everyone share the costs of other, less functional water treatment systems/communities. Our community has excellent water. Our community has fixed incomes. Why carry the baggage of other communities?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

DOCKETED
End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85146

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (60

Fax:

Priority: Respond Within Five Days

Opinion **No. 2010** **85143** **Date:** 2/19/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

Complaint By: **First:** Fred **Last:** Kuhne

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

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:

2/19/10 Docket Nos. W-01303A-09-0343 and SW-01303A-009-0343 RATES AND CONSOLIDATION

SUN CITY

Fred Kuhne & Nancy Kuhne

Sun City, AZ 85351-3618

Feb 15, 2010

Re: Arizona American Water Co. Inc.
Docket Numbers: W-01303A-09-0343 & SW-01303A-09-0343
Rate Consolidation & Increases

Arizona Corp Comm.
Consumer Services Sect.
1200 W. Washington St.
Phoenix, AZ 85007

Good Morning,

We strongly object the proposed Sun City Water & Wastewater Rate Consolidation & Increase.

Such consolidation & increased pricing is age discrimination for Sun City residents as it would unfairly raise water/wastewater rates for a retirement community largely subsisting on social security and/or fixed retirement income.

Thank you for considering our objection to the proposal in Re: To which we adamantly oppose.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Fred Kuhne
Nancy Kuhne
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED
End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85143

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85142

Date: 2/19/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: Clyde

Lane

Account Name:

Home: (000) 000-0000

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: (623) 815-3107

Nature of Complaint:

2/19/10 Docket Nos. W-01303A-09-0343 and SW-01303A-009-0343 RATES AND CONSOLIDATION

SUN CITY

2-17-10

Re: Rate Consolidation & Increases

We do not have computer access so am writing to let you know we are opposed to the consolidation & rate increase proposed for Sun City water & wastewater.

W.Clyde Lane
Patricia A Lane

Utility- Az Am Water Co. Inc.
Docket # W-01303A-09-0343 and SW-01303A-09-0343

Sun City, AZ 85351

No-email
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

DOCKETED
End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85142

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85140

Date: 2/19/2010

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

Complaint By: **First:** Violet **Last:** Carr

Account Name: Violet Carr

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: (000) 000-0000

Nature of Complaint:

2/19/10 Docket Nos. W-01303A-09-0343 and SW-01303A-009-0343 RATES

SUN CITY

February 17, 2010

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

Re: Rate Consolidation and Increases
Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343

Violet Carr

17
Sun City, AZ 85373-1622

Utility Name: Arizona- American Water Co., Inc.

I oppose the 27.7 percent increase in water and 40.8 increase in wastewater. I am a senior citizen on a fixed income, living in a condominium in Sun City. The rate increases will increase my monthly condo assessment fee and also increase my annual property assessment to Recreation Centers of Sun City. The increases in those fee would be a hardship financially.

Violet Carr

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85140

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 974-1119

Fax: (602) 974-1119

Priority: Respond Within Five Days

Opinion No. 2010 85151

Date: 2/19/2010

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

Complaint By: **First:** Marshall **Last:** Esty

Account Name: Marshall Esty

Home: (000) 000-0000

Street: 1957 W. Camelback Rd.

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Mr. Marshall Esty

Contact Phone: (602) 974-1119

Nature of Complaint:

2/19/10 Docket Nos. W-01303A-09-0343 and SW-01303A-009-0343 CONSOLIDATION

SUN CITY

2/14/2010

Marshall Esty

Sun City, AZ 85351-1957

Email: mresty@azwater.com

Docket you wish to comment on: W-01303A-09-0343 and SW-01303A-09-0343
Case or Utility Name: AZ Water Rate consolidation and bundling to equalize
Docket Number: W-01303A-09-0343 and SW-01303A-09-0343
Position on Docket: Con

There are many of us in Sun City who would be hard hit by that proposed large percentage rate hike. The economy is tough enough already without that. It would seem to me that a hike just under the cost of living increase would be feasible.

Thanks for consideration this and Not increasing the rate this year.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

DOCKETED
End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85151

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85133

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2010 85135 Date: 2/19/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: Ruth Norre

Account Name: Ruth Norre

Home: (000) 000-0000

Street: Washington Drive

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:

2/19/10 Docket Nos. W-01303A-09-0343 and SW-01303A-009-0343 CONSOLIDATION AND RATES

SUN CITY

February 13, 2010
Arizona Corporation Commission
Consumer Services Section
1200 W. Washington Street
Phoenix, AZ 85007

Regarding: Arizona-American Water Company, Inc.
Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343

Ref: RATE CONSOLIDATION AND INCREASES

To whom it may concern:

As a resident of Sun City Arizona, I (we) are opposed to the request by Arizona American Water Company for rate increases under the "Rate Consolidation and Increases". In addition, the proposal of 'consolidation/bundling' with 'other' districts is unfair to Sun City as a community and to the home owners.

Sun City is a community of retired individuals many of which are on fixed incomes and can not sustain proposed inflationary increases.

I (we) are asking the Arizona Corporation Commission to consider the negative impact these proposed increases will have on our residences within Sun City.

Respectfully submitted,

Ruth Norre
Washington Drive
Sun City, AZ 85351

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85135

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone: (602) 974-2000

Fax: (602) 974-2000

Priority: Respond Within Five Days

Opinion No. 2010 85137 Date: 2/19/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

Complaint By: **First:** Diane **Last:** Matula

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

Street: 10111 W. Washington 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:** (623) 815-3107

Nature of Complaint:

2/19/10 Docket Nos. W-01303A-09-0343 and SW-01303A-009-0343 CONSOLIDATION AND RATES

SUN CITY

February 13, 2010
Arizona Corporation Commission
Consumer Services Section
1200 W. Washington Street
Phoenix, AZ 85007

Regarding: Arizona-American Water Company, Inc.
Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343

Ref: RATE CONSOLIDATION AND INCREASES

To whom it may concern:

As a resident of Sun City Arizona, I (we) are opposed to the request by Arizona American Water Company for rate increases under the "Rate Consolidation and Increases". In addition, the proposal of 'consolidation/bundling' with 'other' districts is unfair to Sun City as a community and to the home owners.

Sun City is a community of retired individuals many of which are on fixed incomes and can not sustain proposed inflationary increases.

I (we) are asking the Arizona Corporation Commission to consider the negative impact these proposed increases will have on our residences within Sun City.

Respectfully submitted,
Diane Matula

Sun City, AZ 85351

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85137

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: /

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85138 Date: 2/19/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Bonnnie Martin**

Account Name: Bonnie Martin

Home: (000) 000-0000

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: (623) 815-3107

Nature of Complaint:

2/19/10 Docket Nos. W-01303A-09-0343 and SW-01303A-009-0343 CONSOLIDATION AND RATES

SUN CITY

February 13, 2010
Arizona Corporation Commission
Consumer Services Section
1200 W. Washington Street
Phoenix, AZ 85007

Regarding: Arizona-American Water Company, Inc.
Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343

Ref: RATE CONSOLIDATION AND INCREASES

To whom it may concern:

As a resident of Sun City Arizona, I (we) are opposed to the request by Arizona American Water Company for rate increases under the "Rate Consolidation and Increases". In addition, the proposal of 'consolidation/bundling' with 'other' districts is unfair to Sun City as a community and to the home owners.

Sun City is a community of retired individuals many of which are on fixed incomes and can not sustain proposed inflationary increases.

I (we) are asking the Arizona Corporation Commission to consider the negative impact these proposed increases will have on our residences within Sun City.

Respectfully submitted,

Bonnie Martin

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: 2/19/2010

Opinion No. 2010 - 85138

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone: () () () () () ()

Fax: () () () () () ()

Priority: Respond Within Five Days

Opinion No. 2010 85132 Date: 2/19/2010

Complaint Description: 08G Consolidation - Opposed
08A Rate Case Items - Opposed

Complaint By: **First: Paul Last: Ungar**

Account Name: Loma Blanca Condo Assoc. **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:** () () () () () () J7

Nature of Complaint:

2/19/10 DOCKETED W-01303A-09-0343 SW-01303A-09-0343 opposed CONSOLIDATION AND RATES

SUN CITY

February 13, 2010
Arizona Corporation Commission
Consumer Services Section
1200 W. Washington Street
Phoenix, AZ 85007

Regarding: Arizona-American Water Company, Inc.
Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343
Ref: RATE CONSOLIDATION AND INCREASES

To whom it may concern:

As a resident of Sun City Arizona, I (we) are opposed to the request by Arizona American Water Company for rate increases under the "Rate Consolidation and Increases". In addition, the proposal of 'consolidation/bundling' with 'other' districts is unfair to Sun City as a community and to the home owners.

Sun City is a community of retired individuals many of which are on fixed incomes and can not sustain proposed inflationary increases.

I (we) are asking the Arizona Corporation Commission to consider the negative impact these proposed increases will have on our residences within Sun City.

Respectfully submitted

Paul Ungar (Chairman Loma Blanca Condo association)

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85132

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 995-3000

Fax: (602) 995-3000

Priority: Respond Within Five Days

Opinion No. 2010 85134

Date: 2/19/2010

Complaint Description: 08G Consolidation - Opposed
08A Rate Case Items - Opposed

Complaint By: **First:** Sigrid **Last:** Leed

Account Name: Sigrid Leed

Home: (000) 000-0000

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:

2/19/10 DOCKETED W-01303A-09-0343 SW-01303A-09-0343 opposed CONSOLIDATION AND RATES

SUN CITY

February 13, 2010
Arizona Corporation Commission
Consumer Services Section
1200 W. Washington Street
Phoenix, AZ 85007

Regarding: Arizona-American Water Company, Inc.
Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343

Ref: RATE CONSOLIDATION AND INCREASES

To whom it may concern:

As a resident of Sun City Arizona, I (we) are opposed to the request by Arizona American Water Company for rate increases under the "Rate Consolidation and Increases". In addition, the proposal of 'consolidation/bundling' with 'other' districts is unfair to Sun City as a community and to the borne owners.

Sun City is a community of retired individuals many of which are on fixed incomes and can not sustain proposed inflationary increases.

I (we) are asking the Arizona Corporation Commission to consider the negative impact these proposed increases will have on our residences within Sun City.

Respectfully submitted,
igrid Leed

Sun City, AZ 85351

(
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85134

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85131

Date: 2/19/2010

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

Complaint By: **William & Mary Conklin**

Account Name: William & Mary Conklin

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

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

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

2/19/10*****RECEIVED FROM CHAIRMAN MAYES' OFFICE*****

REFERENCE: Sun City Water District Docket No. W-01303A-09-0343 & SW-01303A-09-0343

CORRESPONDENCE RECEIVED - AZ Water Rate Increase - OPINION OPPOSED

From:
Sent: Thursday, February 18, 2010 9:37 AM
To: Mayes-WebEmail
Subject: Sun City Water Rates

We have seen this coming for several years now and feel such a high increase in the water rates are not fair. There were other avenues to be taken in this case which would have worked in the best interests of senior citizens living in Sun City. The company now trying to increase these rates should have found other means to increase their profits, not at the expense of senior citizens, many of whom can barely afford to live here now.

I personally request the Arizona Corporation Commission be very sure this is the right way to go. A reasonable water rate increase would be acceptable, but an increase of 40% in one year is outrageous and I hope an equitable solution can be found.

Thank you,

William & Marv Conklin

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/19/10 Comments entered for the record in Docket No. W-01303A-09-0343 & SW-01303A-09-0343

End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85131

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85130

Date: 2/19/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: Marilyn

Hunter

Account Name: Marilyn Hunter

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

2/19/10*****RECEIVED FROM CHAIRMAN MAYES' OFFICE*****

REFERENCE: Sun City Water & Wastewater/ARIZONA AMERICAN WATER Docket
No. W-01303A-09-0343 & SW-01303A-09-0343

CORRESPONDENCE RECEIVED - Consolidation and Rate Increase - OPINION OPPOSED

From: Marilyn

Sent: Wednesday, February 17, 2010 11:16 PM

To: Mayes-WebEmail; Pierce-Web; Kennedy-Web; Newman-Web; stump-web@azcc.govSun

Subject: Sun City Water & wastewater rate increase

Dear Sirs,

Please vote against this increase. Most people in Sun City are on fixed incomes and the water company is always asking for more money. This makes it hard for us, especially in these economic times. If an increase is a must why so much? Do they really need it? If everyone else is cutting back, can't they?

Marilyn Hunter

Utility Name: Arizona-American Water Company, Inc

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

Re:Rate Consolidation and increase

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/19/10 Comments entered for the record in Docket No. W-01303A-09-0343 & SW-01303A-09-0343

End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85130

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85125

Date: 2/18/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: Paul & Flo

Zaleski

Account Name: Paul & Flo Zaleski

Home: ()

Street:

Work: (000) 000-0000

City: Sun City

CBR: ()

State: AZ Zip: 85351

is: Cellular

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

2/18/10 *****RECEIVED FROM CHARIMAN MAYES' OFFICE*****

REFERENCE: Sun City Water District Consolidation & Rate Case - OPINION OPPOSED
DOCKET No. W-01303A-09-0343 & SW-01303A-09-0343

Paul & Flo Zaleski

Sun City, AZ 85000

February 12, 2010

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

RE: Docket Nos. W-01303A-09-0343
SW-01303A-09-0303

The Arizona American Water Co. has proposed unfair rate increases upon Sun City water and sewer users, in trying to consolidate or "bundle" several of the cities rates, using the excuse that Sun City has an antiquated system. The system isn't even fifty years old yet, how many systems in the Phoenix area are older and still functioning. They purchased this system thinking, they have a fat cow they can milk for a lot more money.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

We have no water issues such as Anthem, (Arsenic) but yet they want us to pay for Anthems problem.

My Wife Flo and I deem this an unfair practice of Arizona-American Water Co. we are vehemently against it.
Please do not grant these increases.

Sincerely,

Paul & Flo Zaleski
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/18/10 Comments entered for the record and docketed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343

End of Comments

Date Completed: 2/18/2010

Opinion No. 2010 - 85125

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85071 Date: 2/17/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

Complaint By: **First:** Carl & Eloise **Last:** Lason

Account Name: Carl & Eloise Lason

Hor.:

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, INC. - Sun City - Rate Increase/Consolidaiton

CARL & ELOISE LARSON

1

Sun City, AZ 85351

Tel:

February 11, 2010

ARIZONA-AMERICAN WATER COMPANY, INC.
CONSUMER SERVICES SECTION
1200 W. Washington St.
Phoenix, AZ 85007

RE: Docket #; W-01303A-09-0343 and SW-0130A-09-0343
Rate Consolidation and Increases

My wife and I are adamantly against consolidation and bundling of towns/communities with Sun City.

Sun City is a unique community whose integrity will be severely compromised if forced to become a part of the consolidation/bundling change,

Please reconsider this move.

Very truly yours,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Carl Larson
Eloise Larson
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 - Rate Increase/Consolidaiton

Noted and filed in Docket Control by Carmen Madrid
End of Comments

Date Completed: 2/17/2010

Opinion No. 2010 - 85071

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85098

Date: 2/18/2010

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

Complaint By: First: Steve & Mary Last: N/A

Account Name: Steve & Mary N/A

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: N/A

CBR: :

State: AZ Zip: N/A

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

2/18/10*****CORRESPONDENCE RECEIVED FROM CHAIRMAN MAYES' OFFICE*****

REFERENCE: SUN CITY WATER DISTRICT RATE CASE - OPINION OPPOSED
DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343

From:
Sent: Wednesday, February 17, 2010 11:12 AM
To: Mayes-WebEmail
Subject:

I live in Sun City. My wife and I live on SSI and a small pension. Food, gas, elect, tax, are all going up. Now you are ask to up our water. SSI did not increase, my pension did not increase. Where am I to get more money for water. It is sad that greed on the part of businesses is so rapant. They have us over a barrel. If I could I would shut off the water. I thought these would be the good years. We are struggeling more now than when we could work.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record in Docket No. W-01303A-09-0343 & SW-01303A-09-0343

End of Comments

Date Completed: 2/18/2010

Opinion No. 2010 - 85098

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez **Phone:** **Fax:** (

Priority: Respond Within Five Days

Opinion No. 2010 85005 Date: 2/16/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

Complaint By: **First:** William D. **Last:** Kelly

Account Name: William D. Kelly **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 -0343 AND SW-01303A-0343 **SUN CITY

2-5-2010

Dear Sir or Madam,

This letter is in reference to your thinking of raising the taxes in Sun City water rates by 27.7% and the waste water rates by 40.8%

I have been living in Sun City for more than 15 years. I am 79 years old and I just get by on a fixed income. The kind of increases you propose are way out of line for someone living on a fixed income. And there are many more in this same situation living in Sun City.

I do not understand why you think we should pay for other people utilities. That should be against the law.

William D. Kelly

Sun City, AZ 85351-4428

Phone:

Email:

Arizona - Water Company, Inc.

Docket Numbers: W-01303A -0343 AND SW-01303A-0343

Re: Rate Consolidation and Increases

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/16/10

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: 2/16/2010

Opinion No. 2010 - 85005

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85062 Date: 2/17/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

Complaint By: First: Carmen Last: Angus

Account Name: Carmen Angus 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 Nos. W-01303A-09-0343 & SW-01303A-09-0343 -- SUN CITY

February 5, 2010

Dear Sir,

My name + address is :
Carmen Angus

Sun City, AZ 85351-2808
Phone # :

My utility name: AZ Am Water Co, Inc
Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

Re: Rate Consolidation and Increases

I oppose the way you plan to increase the water and sewer rates for Sun City! Sun City has the best water in the state! This consolidation/bundling process is detrimental to Sun City as we will help pay the costs in other districts to treat their water, that our water does not require.

We are a non-profit organization that serves and is funded by 27,931 residences of Sun City!
Am thanking you in advance for you consideration in this matter.

Sincerely,

Carmen Angus

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

2/17/10

Emailed to Carmen Madrid in Phoenix to docket.

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

FILE CLOSED.

End of Comments

Date Completed: 2/17/2010

Opinion No. 2010 - 85062

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments entered for the record and docketed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343
End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85154

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85155 Date: 2/19/2010

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

Complaint By: **First:** Bob **Last:** Golembe

Account Name: Bob Golembe **Home:** (

Street: **Work:**

City: Phoenix **CBR:**

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

*** REFERRED FROM CHAIRMAN MAYES' OFFICE ***

Customer sent the following -

From: Bob Golembe [mailto:]
Sent: Tuesday, February 16, 2010 6:14 PM
To: Mayes-WebEmail
Cc: Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web
Subject: Complaint: Arizona American Water Rate Filing; Docket: W-01303A-09-0343

Dear Chairwoman Mayes and Commissioners:

I am an Anthem resident since 2002 and have followed closely AZ American Water (AZAW) rate increase filings. As in the past, I am sure you and fellow Commissioners will use all of the resources to arrive at a balanced decision in this case.

Here are some facts that I feel compelled to provide:

With AZAW proposed increase in water/wastewater, it will double my water bill (4K gal. 1-inch meter) to \$180 from \$90.

Approval of this increase will result in a 14.96% annual compounded increase since 2002 (\$59 to \$180).

Approval of this increase includes a 52.7% (per Mr. Broderick, AZAW rate analyst, see attached), solely for repayment of infrastructure.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

The May 2, 2008 AZAW filing, Docket W-01303A-08-0227, with Anthem subsequently removed included \$20.2 million in infrastructure refund; the current July 2009 filing, Docket W-01303-09-0343 includes \$28.1 million: An \$8 million increase in 1 year that AZAW has not offered to justify or explain upon request.

AZAW stated the reason for withdrawing Anthem in the May 2008 filing (08-0227), was to provide a reprieve in our rates for one year as the Anthem June 2008 Decision No. 70372 was just completed. However, Commission Staff in a Deficiency Letter states: "serious concerns....." (see p. 2 Sufficiency in the attachment), that suggests otherwise. I refer to this as a "finesse" of the facts to their customers from AZAW.

I am sure there are other pertinent facts that both sides need to be addressed. However, the history of these increases resulting from the September 1997 Private Agreement with Del Webb (developer) fronting \$100 million interest free for the infrastructure of Anthem must be reviewed and acted upon accordingly in the decision of this case. As I recall, this agreement was reviewed but NOT approved by the Commission.

I am hopeful you and fellow Commissioners will weigh the evidence carefully for a "balanced" decision particularly in this economic downturn.

Respectfully submitted,

Bob Golembe

Anthem, AZ 85086

#1 ATTACHMENT

Revised Application of Arizona-American Water Company docketed in W-01303A-08-0227 on June 20, 2008, page 2, Lines 10-16.

#2 ATTACHMENT

Bob Golembe

From: <Thomas.Broderick@: 1>

To: < i>

Sent: Monday, November 16, 2009 9:19 AM

Subject: Re: Arizona American Water Rate Filing; Docket: W-01303A-09-0343

Bob, as you correctly noted, we requested an increase of \$7.3 m in annual anthem water revenues (100.4%) and \$7.1 m in anthem/agua fria wastewater revenues (81.8%).

The Pulte repayments since the previous rate case increase rate base \$28.1 m, which is further assigned to water, \$20.4 m and wastewater, \$7.7 m.

With a rate of return of 8.53% and a property tax, uncollectibles and federal and state income gross up to revenues of 1.6578 for water and 1.6561 for wastewater, the associated increase in revenue is \$2.9 m (or 40.0%) for anthem water and \$1.1 m (or 12.7%) for anthem / agua fria wastewater.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

So, if we had no other shortfalls in recovering Anthem's water and wastewater costs of service, we would be seeking a 40% water rate increase and a 12.7% wastewater rate increase.

Obviously, there are other significant increases in various cost of service components in the 2008 test year rate case. For example, another \$15.6 m in additional rate base plus additional associated depreciation expense, a loss of a revenue subsidy from Pulte and a reduction in new customer capacity reservation charge revenues totaling a negative \$3.4 m and various increases in o&m expense.

I trust this answer your question. Regards,

Thomas M. Broderick
Director, Rates & Regulation
623-445-2420 (office)
19820 N. 7th St, Suite 201
Phoenix, AZ 85020

Please note new address effective December 28, 2009:
2355 W. Pinnacle Peak Rd., Suite 300
Phoenix, AZ 85027

"Bob Golembe" <
11/15/2009 08:29 AM
To
"Thomas Broderick" <Thomas.Broderick@
Subject Arizona American Water Rate Filing; Docket: W-01303A-09-0343

Dear Mr. Broderick,

The current Arizona American Water rate filing with the Arizona Corporation Commission requests an increase of 100% water, and 81% wastewater. It includes \$28.1 million in repayment of infrastructure costs.

Would you kindly inform me of what percentage(%) the \$28.1 million is included in the above total requested increase?

Thank you,

Bob Golembe
Anthem, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded to customer with the following -

From: Deborah Reagan
Sent: Friday, February 19, 2010 2:15 PM
To: 'anthemkid@cox.net'
Subject: RE: Complaint: Arizona American Water Rate Filing; Docket: W-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Mr. Golembe,

Your recent e-mail to Chairman Mayes has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments will be filed in the docket for this matter and will be available to all parties for review. The Commissioners and Staff appreciate you taking the time to make your thoughts known.

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85155
