

ORIGINAL

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



0000107952

Executive Director

17
60

ARIZONA CORPORATION COMMISSION

February 23, 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 19 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 23 2010

DOCKETED BY *MM*

AK DOCKET CONTROL

2010 FEB 23 P 3:56

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85196 Date: 2/22/2010

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

Complaint By: **First:** Bj **Last:** Lind

Account Name: Bj Lind

Home: (

Street:

Work:

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:

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

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

From:

Sent: Saturday, February 20, 2010 8:58 AM

To: Utilities Div - Mailbox; Mayes-WebEmail; Pierce-Web; Stump-Web; Thomas.Broderick@amwater.com

Subject:

I am opposed to these Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343 Please consider defeating this plan
thank you
Bonnie Lind

Sun City, AZ 85351

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Noted and filed in Docket Control by Carolyn Buck
End of Comments

Date Completed: 2/22/2010

Opinion No. 2010 - 85196

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax: (602) 255-0550

Priority: Respond Within Five Days

Opinion No. 2010 85199

Date: 2/22/2010

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

First:

Last:

Complaint By: Carol & Norman Fritchie

Account Name: Carol & Norman Fritchie

Home:

Street:

Work:

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:

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

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

From: Carol Ann Fritchie

Sent: Saturday, February 20, 2010 4:34 PM

To: Kristin Mayes; Gary Pierce; Sandra Kennedy; Paul Newman; rstump@azcc.gov; Utilities Div - Mailbox

Cc: Carol/Norm Fritchie; cfraulob@azruco.gov; brigsby@azruco.gov

Subject: Arizona Registered Voter Position On AZ Water Co. Application Issues

Please give close scrutiny to the request of AZ Water Company regarding the topics of Rate Consolidation, Bundling, and Rate Increases involving Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343 to be considered by the Arizona Corporate Commission. Briefly, here is our position (as year-round retirees in Sun City) on those 3 topics.

RATE CONSOLIDATION - Just leave the geographical rate districts as they currently are because the proposed areas are too widely separated in distances to have much in commonality. We are willing to pay the rate applicable to our own district without having involvement with such far-away districts like Tubac, Havasu, Mohave, Prescott Valley, and Anthem.

BUNDLING - Please do not allow the requested bundling at all because water issues are too varied and different than the situation at Sun City and Sun City West locations for both water and wastewater.

RATE INCREASES - Yes, some increases are likely to be justified and warranted, but PLEASE see that only reasonable increase percentages are approved, not the requested 27% increase for water rate and 40% increase in wastewater rate.

Thank you in advance for giving our requests due consideration on those 3 topics.

Carol & Norman Fritchie

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sun City, AZ 85351
phone
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

Noted and filed in Docket Control by Carolyn Buck
End of Comments

Date Completed: 2/22/2010

Opinion No. 2010 - 85199

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85198 Date: 2/22/2010

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

Complaint By: **First: Sandy Last: Sanders**

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

Nature of Complaint:

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

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

From: SANDY SANDERS
Sent: Saturday, February 20, 2010 10:08 AM
To: Utilities Div - Mailbox
Subject:

<mailto:mailmaster@azcc.gov>

Utility Name: Arizona- American Water Company, Inc.

Docket No. W-01303A-09-0343

SW-01303A-09-0343

RE: Rate Consolidation and Increases

I want to protest the rate increase of the AZ-American Water Company, Inc. on the people of Sun City, AZ. I do not think it fair to consolidate water rates on a regional basis which, no doubt, AZ American will do should their request for an increase be granted. This large increase request is to benefit other water districts not the people of Sun City.

It is not the time to be asking for increases in utilities when people are out of work, on limited incomes and the economy unsettled.

Hopefully, the AZ Corporation Commission will reject the request of the AZ-American Water Company at this

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

time.

Sincerely,
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

Noted and filed in Docket Control by Carolyn Buck
End of Comments

Date Completed: 2/22/2010

Opinion No. 2010 - 85198

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: (602) 974-2000

Fax: (602) 974-2000

Priority: Respond Within Five Days

Opinion No. 2010 85182 **Date:** 2/22/2010

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

First:

Last:

Complaint By: Janos Molnar

Account Name: Janos Molnar

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:

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

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

February 9 2010

Sun City, AZ 85351

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

Dear Sirs:

I am writing to you to protest the request for Rate Increases and Consolidation by Arizona-American Water Company, Inc. contained in the Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343. The request is exorbitant what will hurt all of our people on fixed income not only for our own individual homes but our clubhouses and recreational buildings that we have to pay to support in all of Sun City. If this company cannot provide the services more reasonably why did they buy up Sun City's water??? Even if you cut down on the increases to half of what the company requests, they are anticipating this, so they did put in a much bigger request. This way they are getting what they wanted anyway. They should not be getting an increase more than the rate of inflation since we (on fixed income) do not get increases on our pensions more.

I also want to complain as an individual on my charges for the sewer system as a user. How come the water company is charging me for so much on the sewer when I conserve water? Most of my water usage is for the sprinkler system for my few trees and bushes, so 2/3 of my used water never enters the sewer. I believe the charges on the sewer should be graduated because of this. I live alone, I cook very little. I wash a few dishes by

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

hand, I wash clothes once a month, yet my sewer bill is as much as for a family of 3-4 people who cook every day, wash dishes and clothes very frequently. Many months I only use 2 or 3 units of water, yet the sewer charges are too much on my bill. In the hot summer months my water usage increases, but again this is due to the more frequent watering of my trees and bushes. Please look into this.

Sincerely
Janos Molnar
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 Carolyn Buck
End of Comments

Date Completed: 2/22/2010

Opinion No. 2010 - 85182

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2010 85183

Date: 2/22/2010

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

First:

Last:

Complaint By: Virginia M.

Krysak

Account Name: Virginia M. Krysak

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: (623) 815-3107

Nature of Complaint:

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

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

Virginia M. Krysak

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

RE: Rate Consolidation and Increases

Opposed - Virginia M. Krysak
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 Carolyn Buck
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/22/2010

Opinion No. 2010 - 85183

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: (-)

Fax: (702) (-)

Priority: Respond Within Five Days

Opinion No. 2010 85188

Date: 2/22/2010

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

First:

Last:

Complaint By: Mr. & Mrs. Arthur P. Pettit

Account Name: Mr. & Mrs. Arthur P. Pettit

Home: (623) 582-9676

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: (623) 815-3107

Nature of Complaint:

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

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

Sun City, AZ
Feb. 12, 2010

To Whom It May Concern:

We love Sun City but as retired residents it will be an extreme hardship on our fixed income if the rates on water and waste water are increased. We recently toured the American Arizona water company and learned that the water quality is kept excellent but some of their equipment is antiquated. Sun City has enough problems of it's own without taking on Sun City West's problems. Against the increase,

Mr. and Mrs. Arthur P. Pettit

Sun City, AZ 85373
Arizona American Water Co., Inc.
Docket Numbers W-01303A-09-0343
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 Carolyn Buck
End of Comments

Date Completed: 2/22/2010

Opinion No. 2010 - 85188

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2010 85190

Date: 2/22/2010

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

Complaint By: **Edith M. Smith**
First: Edith M. **Last:** Smith

Account Name: Edith M. Smith

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: (623) 815-3107

Nature of Complaint:

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

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

It is outrageous & obscene, in my opinion, for the ACC to even consider allowing the Arizona American Water Company to increase water by 27.7% & waste water 40.8%. The economy both on a federal and state level is in terrible shape. Many jobs lost will never be regained. Those of us on fixed incomes will receive no cost of living increases for the next 2 yrs even though costs of basic necessities are constantly rising. We will soon even be paying a tax on food. Foreclosures here are the highest in the nation and such increases as these could push more people especially senior citizens into this category. Enough is enough! I think it's time to consider really serving the community instead of pushing it farther into a position where recovery is impossible. We need to see that the economy is improving and staying on a recovery course before considering these rate increases.

Thank you
Edith M. Smith
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 Carolyn Buck

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 2/22/2010

Opinion No. 2010 - 85190

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: "

Fax: (602) 974-1000

Priority: Respond Within Five Days

Opinion No. 2010 85192 **Date:** 2/22/2010

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

Complaint By: **First:** Larry **Last:** Vroom

Account Name: Larry Vroom & Trudy Bryson

Home: (602) 974-1000

Street: 10000 W. Camelback Rd.

Work: (602) 974-1000

City: Sun City

CBR: 0000000000

State: AZ **Zip:** 85351

is: 0000000000

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

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

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

From: Larry Vroom

Sent: Friday, February 19, 2010 5:33 PM

To: Utilities Div - Mailbox

Subject: Rate Consolidation, Bundling and Rate Increases by AZ American Water

To: Arizona Corporate Commission

From: Trudy Bryson and Larry Vroom Registered AZ voters

Sun City, AZ 85351

Re: Rate Consolidation, Bundling and Rate Increases

Utility Name: Arizona-American Water Company, Inc.

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

We are adamantly opposed to the proposed rate consolidation, bundling and rate increases by AZ American Water Company, Inc.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Firstly, Sun City has some of, if not the best water in the state, so this consolidation/bundling process will require us to pay for treatment in other communities that our water does not need. We are a retirement community with most residents on fixed incomes and this move will unduly, financially burden us.

Secondly, the current residential wastewater rate for Sun City is \$13.69. According to AZ-American's model with the non-consolidated rate increase proposed, the proposed rate will be \$19.34 for residential wastewater, however, with rate consolidation the rate would be \$36.68, a total of a 168% increase from the present residential wastewater rate. Again, such an immense increase will adversely affect the majority of Sun City residents who are retired.

Thirdly, the application from AZ American Water for a 27.7% increase in water and a 40.8% increase in wastewater is outrageous. Any price increases for water and wastewater in Sun City, affects not only the individual residents in their monthly bills, but also the fees that we pay to the Recreation Centers of Sun City, which is a non-profit corporation. The RCSC serves and is funded by the 27,931 residents and they will have to pass on these additional water and wastewater expenses through additional fees to residents.

We urge you to seriously consider the negative impact of rate consolidation, bundling and rate increases on Sun City and its residents and reject AZ American Waters proposals.

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 Carolyn Buck

End of Comments

Date Completed: 2/22/2010

Opinion No. 2010 - 85192

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85193

Date: 2/22/2010

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

First:

Last:

Complaint By: Nancy

Laska

Account Name: Nancy Laska

Home: (000) 000-0000

Street:

Work:

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:

Docket Numbers W-01303A-09-0343, SW-01303A-09-0343
REFERENCE: ARIZONA AMERICAN WATER COMPANY, INC. - Sun City

From:
Sent: Friday, February 19, 2010 9:38 PM
To: Utilities Div - Mailbox
Subject:

In todays market it seems that companies do not want to have any cost to them all they want to do is pass increases on to there customers, and what do we have to say

a 40% increase in waste water how about my SS. did I get an increase no, it seems every time I turn around some one wants an increase to do business, let cut to the chase and I say no to any increase, I pay enough and to put me in with another district is crazy. This is the desert lets get rid of grass and fountains first.

Nancy Laska

Sun City, Arizona 85351
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 Carolyn Buck
End of Comments

Date Completed: 2/22/2010

Opinion No. 2010 - 85193

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85200

Date: 2/22/2010

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

First:

Last:

Complaint By: Sharon K.

Henrich

Account Name: Sharon K. Henrich

Home:

Street:

Work:

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:

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

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

From:

Sent: Sunday, February 21, 2010 8:15 AM

To: Utilities Div - Mailbox

Subject: W-01303A-09-0343 and SW-01303A-09-0343.

I am opposed to such high increases. I realize that increases are necessary from time to time. But this is a very large increase for people on fixed incomes.

Sharon K. Henrich

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 Carolyn Buck

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 2/22/2010

Opinion No. 2010 - 85200

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2010 85201

Date: 2/22/2010

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

First:

Last:

Complaint By: Shirley & John McCauley

Account Name: Shirley & John McCauley

Home:

Street:

Work:

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:

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

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

From:

Sent: Sunday, February 21, 2010 9:02 AM

To: Utilities Div - Mailbox

Subject: Az registered voters re: dockets Nos. W 01303A-09-0343 & SW 01303A-09-0343

Rate Consolidation-I don't think it is on Sun City's best interest to consolidate our rates with other communities that have more problems than we have. We are a retirement community that have difficulty many times paying for our current expenses.

Bundling-Is not in the best interest of our community since Anthem seems to have more problems than we do in Sun City and we would be paying for their improvements without any benefit to us for our dollars.

Rate increase-with realization that everything goes up but our income we are opposed to such a high increase in rates.

Shirley & John McCauley

Sun City, Az 85351

End of Complaint

Utilities' Response:

N/A

End of Response

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, INC. - Sun City

Noted and filed in Docket Control by Carolyn Buck

End of Comments

Date Completed: 2/22/2010

Opinion No. 2010 - 85201

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: :

Fax: : 504

Priority: Respond Within Five Days

Opinion No. 2010 85202 **Date:** 2/22/2010

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

First:

Last:

Complaint By: Tom & Rita Gustafson

Account Name: Tom & Rita Gustafson

Home:

Street:

Work:

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:

Docket Numbers W-01303A-09-0343, SW-01303A-09-0343
REFERENCE: ARIZONA AMERICAN WATER COMPANY, INC. - Sun City

From:
Sent: Sunday, February 21, 2010 12:36 PM
To: Sandra Kennedy; Paul Newman; rstump@azcc.gov; Gary Pierce; Kristin Mayes; Utilities Div - Mailbox; THOMAS.BRODERICK@amwater.com; brigsby@azruco.gov; cfraulob@azruco.gov
Subject: ARIZONA REGISTERED VOTERS

We are Tom and Rita Gustason, 1 Both
Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343 have been brought to our attention, and we are expressing our adversity to the rates increasing, consolidating, and the bundling of the increases being proposed. ENOUGH people! Please follow your constituency and the wishes to stop action for increases. Thank you.

<mailto:b@azcc.gov>
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 Carolyn Buck

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 2/22/2010

Opinion No. 2010 - 85202

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85203 Date: 2/22/2010

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

First:

Last:

Complaint By: Jan Lips

Account Name: Jan Lips

Home:

Street:

Work:

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:

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

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

From:

Sent: Sunday, February 21, 2010 2:42 PM

To: Utilities Div - Mailbox

Subject: AZ Registered Voter

I am writing to object to the proposals in both Docket No. W-01303A-09-0343 and Docket No. SW-01303A-09-0343 to combine Sun City with other districts such as Sun City West, Auga Fria, Anthem, Tubac, Mohave, Havasu and Paradise Valley, averaging the differing costs for each district into a single rate.

It seems unfair to decide to group Sun City with areas/districts that have developed expensive problems and then to expect Sun City Senior Citizens who are, for the most part, on fixed incomes to pay for problems and errors these other districts are experiencing.

Perhaps your bookkeeping systems might be tweaked to allow Sun City to remain as a separate entity, therefore receiving fair billing for the resources we actually utilize, without breaking your corporate operating budgets? Would that be so difficult to do?

Jan Lips

End of Complaint

Utilities' Response:

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, INC. - Sun City

Noted and filed in Docket Control by Carolyn Buck

End of Comments

Date Completed: 2/22/2010

Opinion No. 2010 - 85203

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

As a concerned Sun City home owner I would like to urge your support in defeating Arizona-American Water Company in their above indicated Docket requests.

I see no benefits to Sun City, being bundled in along with other districts and I cannot see where there is justification in a water rate increase. As a semi-retired businessman we have been forced to cut costs and prices and certainly not raise prices in these economic times.

The proposed wastewater increase is even more ridiculous. I have owned my home here since 1996 and have always wondered why these charges were so high when we do not have the option to purchase and install a separate water meter so that we were not paying sewage charges on water that was used for irrigation. In my case, along with many other home owners here in Sun City; who are not even here for many months of the year to even be using the sewer system.

Thanks and again I urge your support in this matter.

Sincerely: Albert Blazevic
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 Carolyn Buck
End of Comments

Date Completed: 2/22/2010

Opinion No. 2010 - 85204

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2010 - 85168

Date: 2/22/2010

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

First:

Last:

Complaint By: Gretchen

Barrand

Account Name: Gretchen Barrand

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: (623) 815-3107

Nature of Complaint:

(Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343--SUN CITY)

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

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

Gentlemen:

I am writing to adamantly oppose the application by the Arizona-American Water Company, Inc. for permanent revenue increase for Sun City water and waste water. I oppose the bundling of a group of geographical districts together and averaging the costs for each single rate.

This would result in a 27.7% increase for water and a 40.8% increase for wastewater, and would be a burden for most of us living in Sun City as we are on a fixed income. Not only will the residents be affected by their individual increase in water and wastewater, they will also be affected by the increase to RCSC, which will have to be passed on in annual property assessments.

Please help us to keep everyone's operating costs down in Sun City.

Sincerely,

Gretchen Barrand

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sun City, AZ 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/22/10

Emailed to Carolyn Buck in Phoenix to docket.

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

FILE CLOSED.

End of Comments

Date Completed: 2/22/2010

Opinion No. 2010 - 85168

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85174 Date: 2/22/2010

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

First: **Last:**

Complaint By: Jan n/a

Account Name: Jan n/a

Home:

Street: n/a

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 -

From: Janl [mailto:Janl
Sent: Friday, February 19, 2010 12:32 PM
To: Utilities Div - Mailbox
Subject: AZ Registered Voter

It seems unfair to decide to group Sun City with areas/districts that have developed expensive problems and then to expect Senior Citizens who are, for the most part, on fixed incomes to pay for problems and errors these other districts are experiencing.

Perhaps your bookkeeping systems might be tweaked to allow Sun City to remain as a separate entity, therefore receiving fair billing for the resources we actually utilize, without breaking your corporate operating budgets? Would that be so difficult to do?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 2/22/2010

Opinion No. 2010 - 85174

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85173

Date: 2/22/2010

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

First:

Last:

Complaint By: Judy

Edmond

Account Name: Judy Edmond

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 -

From: Judy Edmond [mailto:]
Sent: Friday, February 19, 2010 12:12 PM
To: Utilities Div - Mailbox
Subject: Sun City Water Bundling

PLEASE do not let this happen. There are so many of us in Sun City who barely make ends meet and this horrific increase in water rates will send us to the food banks in order to survive.

Surely you can leave the Sun Cities out of the equation.

Judy Edmond
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: 2/22/2010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2010 - 85173

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85172

Date: 2/22/2010

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

First:

Last:

Complaint By: Judy

Nydell

Account Name: Judy Nydell

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 opposed to the joining all all the water districts. I am a senior citizen on a fixed budget and cannot afford these big increases. Thank you for your attention to this matter.

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: 2/22/2010

Opinion No. 2010 - 85172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85180

Date: 2/22/2010

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

Complaint By: First: Alan Last: Carter

Account Name: Alan Carter

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: (623) 815-3107

Nature of Complaint:

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

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

I would like to state that I am completely against the new rate increases and the consolidation and bundling proposals. In my opinion they are not in the best interests of Sun City residents and would put an undue financial hardship on the retirees of the community.

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

Noted and filed in Docket Control by Carolyn Buck

End of Comments

Date Completed: 2/22/2010

Opinion No. 2010 - 85180
