

ORIGINAL

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



0000108017

Executive Director

47
20

ARIZONA CORPORATION COMMISSION

February 25, 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 23 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 25 2010

DOCKETED BY *[Signature]*

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2010 FEB 25 P 2:14

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion **No. 2010** **85296** **Date:** 2/24/2010

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

Complaint By: **First:** **Last:**
Irene J. Bergel

Account Name: Irene J. Bergel **Home**
Street: n/a **Work:** (000) 000-0000
City: n/a **CBR**
State: AZ **Zip:** 00000 **is:** E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:** (

Nature of Complaint:

*****RECEIVED FROM CHAIRMAN MAYES' OFFICE*****

From: Irene B [mailto:
Sent: Tuesday, February 16, 2010 11:42 AM
To: Mayes-WebEmail; Pierce-Web; Kennedy-Web; Newman-Web; Stump-Web
Subject: SC Water and Wastewater Rate consolidation and increase.

Attached is the "Public Comment Form" with reference to consolidation and increase rates. Please take it under consideration - and work with the seniors! We shouldn't be paying for someone else's consumption of water and usage of sewers.

- Hope that this problem will get your attention.....

Thank You
Irene J. Bergel

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/24/10 I contacted consumer and I informed her that her e-mail had been received. I told her that there was no public comment form attached and she said that she mailed the form in. She does not think that it is fair that they should pay for someone else's usage of the services. She did appreciate the telephone call. Closed

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 2/24/2010

Opinion No. 2010 - 85296

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion **No. 2010** **85299** **Date:** 2/24/2010

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

Complaint By: **First:** **Last:**
Mary E. & Herbert R Rice

Account Name: Mary E. Rice & Herbert R. Rice **Home:** (000) 000-0000

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: **Contact Phone:**

Nature of Complaint:

*****RECEIVED FROM CHAIRMAN MAYES' OFFICE*****

From: Mary [mailto:
Sent: Tuesday, February 16, 2010 2:44 PM
To: Mayes-WebEmail
Subject: WATER RATE INCREASE

I, MARY E. RICE, AND MY HUSBAND, HERBERT R. RICE, OF .10115 W. SHASTA DR., SUN CITY, AZ., 85351-1203, STRONGLY OPPOSE ANY RATE INCREASE IN WATER SERVICES. WE NOT ONLY CANNOT AFFORD AN INCREASE, AT THESE STRUGGLING ECONOMIC TIMES, IT IS A HARDSHIP!!! PLEASE, AS OUR REPRESENTATIVE, USE YOUR POWER TO OPPOSE THIS INCREASE. REMEMBER, ALL OF US ARE VOTERS, AND WE COUNT ON YOU TO REPRESENT US. THANK YOU SO MUCH.

MARY E. RICE
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

February 24, 2010 (sent the following e-mail to consumer)

Mr. and Mrs. Herbert Rice

Sun City, AZ 85351

RE: ARIZONA-AMERICAN WATER COMPANY

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343

Dear Mr. and Mrs. Rice;

Your comments regarding the Arizona-American Water Company ("Arizona-American") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Arizona-American application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst I
Utilities Division
End of Comments

Date Completed: 2/24/2010

Opinion No. 2010 - 85299

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No. 2010** **85297** **Date:** 2/24/2010

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

Complaint By: **First:** **Last:**
Pam **Mullen**

Account Name: Pam Mullen

Home

Street:

Work: (000) 000-0000

City: Sun City

CBF

State: AZ **Zip:** 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****RECEIVED FROM CHAIRMAN MAYES' OFFICE*****

From:
Sent: Tuesday, February 16, 2010 1:11 PM
To: Mayes-WebEmail
Subject: Consolidation/Bundling/Rate

Please put on record that I am opposed to the changes/increases on the above concerning docket nbrs: W-01303A-09-0343 and SW-01303A-09-0343

As a resident of Sun City, I do not feel that our water bills should be part AZ Amer Water's future plans.

Pam Mullen

Sun City, AZ

Thank you,
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2/24/10 I left a voicemail informing consumer that her opinion had been received and will be filed in the permanent docket. I left my name and number if she needed to contact me. Closed

Filed in Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343
End of Comments

Date Completed: 2/24/2010

Opinion No. 2010 - 85297

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85290

Date: 2/24/2010

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

Complaint By: **First:** Robert **Last:** Anderson

Account Name: Robert Anderson

Home:

Street: _____ Jr

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-01303A-09-0343

Arizona Corporation Commission

Dear Sirs,

In respect to the proposed Arizona American Water Co. increases, the Bundling of the cities together is unfair to the original Sun City. Our water is perfectly good and now the Water Co. wants us to pay to bring the other cities up to standard. Many of the original residence are just barely hanging on financially and this would cause an additional burden.

Thank you for considering my comment.
Robert Anderson S.C. Resident

Plus ACC Docket SW-01303A-09-0343

Robert Anderson
Sun City, AZ 85373-1043

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/24/2010

Opinion No. 2010 - 85290

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85289 Date: 2/24/2010

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

Complaint By: **First:** Flossie **Last:** Smith

Account Name: Flossie Smith **Home:** () 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:

2/23/10

Flossie Smith

Sun City, AZ 85351

Docket you wish to comment on: Rate Increase, Rate Consolidation, & Bundling
Case or Utility Name: Arizona American Water Company
Docket Number: W-01303A-09-0343 and SW-01303A-09-0343
Position on Docket: Con

1. Rate Increase: The Arizona American Water Company should bare the cost increase from their profits and not pass it on to the customers everytime they say they want a rate increase.
 2. Rate Consolidation: It is my understanding that Del Webb had water wells drilled to take care of Sun City residents water needs. Sun City should not, in any way consolidate with any other district because we have our own wells.
 3. Bundling: Sun City should have no connection with Anthem or any other area. Sun City residents should not have to bare the burden of cleaning out arsenic and other containment for other towns or cities.
- *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 2/24/2010

Opinion No. 2010 - 85289

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85288 Date: 2/24/2010

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

Complaint By: **Warren Veazie**

Account Name: Cameo west B Condo assoc. Bd of Mgmt **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:

2/22/2010

Cameo West "B" Condominium Association Board of Mgmt.

Sun City, AZ 85351

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

Also, docket number SW-01303A-09-0343

Our Board of Management represents 24 household in our condominium association. We are all members of the Sun City non-profit retirement community and are all opposed to the request for a rate consolidation of our water area into a large group of areas. Many of our residence are on fixed income and any increase constitutes a financial burden. Sun City has good quality water and we do not want to risk the lose of the quality.

This opposition represents 40 individual votes.
Warren Veazie, Board Chairman
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 2/24/2010

Opinion No. 2010 - 85288

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2010 - 85287

Date: 2/24/2010

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

First:

Last:

Complaint By: **Barbara Carter**

Account Name: Barbara Carter & Krankie Bemis

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:

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-U 1303A-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 'eonsolidationbundling' 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,
Barbara Carter Frankie Bemis

Sun City, AZ 85351

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 2/24/2010

Opinion No. 2010 - 85287

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85286 Date: 2/24/2010

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

Complaint By: **Geneva Renk**
First: **Geneva** **Last:** **Renk**

Account Name: Geneva Renk **Home:**

Street: **Work:**

City: Sun City **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:** 17

Nature of Complaint:

Monday, February 22, 2010
Arizona Corporate Commission
Consumer Services Section
1200W Washington St
Phoenix, AZ 85007
Re: Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Dear Sir:
I firmly am opposed to a drastic rate increase. Where and Why do we need such a heavy increase from 27.79% to 40.8%?
I am not in favor of consolidating water districts. Sun City should not have to bear costs of a larger district. Rate Consolidation/Bundling! and Rate Increases should be studied more closely and reconsidered to accommodate the people of the community.

Geneva Renk
Sun City, 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: 2/24/2010

Opinion No. 2010 - 85286

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 **85225** **Date:** 2/23/2010

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

First:

Last:

Complaint By: **Marilyn** **Franzen**

Account Name: Marilyn Franzen

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company. Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

February 18,2010

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

From: Marilyn A Franzen

Sun City, AZ 85351

Re: Arizona-American Water Company, Inc.

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

Rate Conolidation and Increases

Is the consolidation even legal? How can you mandate that one person must donate money to pay another person's bill. Sun Citians pay for what services we get, but not for the services provided for another city.

The rate hikes are bad enough. Many of us will have to sacrifice something just to pay the water and waste water charges. At least the gas company and the electric company ASK us if we want to donate for others.

Respectfully,
Home Owner in Sun City
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/23/10 opinion filed in DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 2/23/2010

Opinion No. 2010 - 85225

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85249 Date: 2/23/2010

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

First:

Last:

Complaint By: Doug & Judie Sparks

Account Name: Doug & Judie Sparks

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:

Contact Phone:

Nature of Complaint:

2/19/2010

Doug & Judie Sparks

Sun City, AZ 85351

Phone:

Email:

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

Case or Utility Name: AZ American Water Inc.

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

Position on Docket: Con

Sun City water district needs to stay just the way it is at this present day, and not to be bundled with another district. A large population of Sun City residents are on a fixed income and can not afford to have a rate hike in their water bill. Sun City residents do not need to be paying for another water district's problems. Bundling Sun City residents is a bad plan. Don't let this happen to our elderly people.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/23/10 Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed:

Opinion No. 2010 - 85249

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (602) 995-3000

Fax: (602) 995-3000

Priority: Respond Within Five Days

Opinion No. 2010 85246 Date: 2/23/2010

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

Complaint By: **First:** Ruthann **Last:** Welsuder

Account Name: Ruthann Welsuder

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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-0 1303A-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,

Ruthann Welsuder

Sun City, AZ 85351
Ph.

End of Complaint

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Utilities' Response:

Investigator's Comments and Disposition:

2/23/10 Opinion noted and filed in Docket Nos. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 2/23/2010

Opinion No. 2010 - 85246

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion **No. 2010** **85245** **Date:** 2/23/2010

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

Complaint By: **First:** **Last:**
Gene **Jernigan**

Account Name: Gene Jernigan **Home:**

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

City: Sun City **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

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,

Gene Jernigan

Sun City, AZ 85351

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

*End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/23/10 opinion noted and filed in docket no. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 2/23/2010

Opinion No. 2010 - 85245

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85158 Date: 2/19/2010

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

Complaint By: **First:** Merl **Last:** Park

Account Name: Merl Park

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

Arizona Corporation Commission
Consumer services Section
1200 W. Washington Phoenix, Az. 85001

Gentlemen:

It is with great concern that I write this letter. I have never done this sort of thing before, but am so angry now, that I must do so.

How can you consider raising our rates, after we have just received a whollaping raise of \$20 a month from APS? This is not necessary and it is way over our heads, financially.

We are a community of people on fixed incomes, who mostly live in condos. We are a non-profit group. This increase will be an unbearable burden to many of us who live here.

I oppose the rate increase !
Utility Name: Arizona-American Water Company, Inc.
Docket Numbers: W-01303A-09-0343, SW-01303A-09-0343
Re- Rate Consolidation and Increases.

Merl Parker

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sun City, Arizona

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 Carmen Madrid

End of Comments

Date Completed: 2/19/2010

Opinion No. 2010 - 85158

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85187

Date: 2/22/2010

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

First:

Last:

Complaint By: Pat & Robin Hafey

Account Name: Pat & Robin Hafey

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 #'s: W-01303A-09-0343 & SW-01303A-09-0343 --- SUN CITY

Sun City, AZ 85351

Feb. 17, 2010

Dear People on the Commission

We are: Pat & Robin Hafey

From: Circle

Sun City, AZ 85351

phone:

email:

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

Docket #'s: W-01303A-09-0343

Were contacting you concerning Rate Consolidation & Increases to say NO to "bundling" our water & waste water with other communities! Sun City is a Not-for-Profit Community and we do not want to be part of this proposed increase!

Thank you for taking our views into serious consideration!

Sincerely,

Patrick Hafey

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Robin A. Hafey
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/23/10
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: 2/23/2010

Opinion No. 2010 - 85187

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2010 - 85195

Date: 2/22/2010

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

First:

Last:

Complaint By: Miriam

Vergano

Account Name: Miriam Vergano

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 Nos. : W-01303A-09-0343 & SW-0130A-09-0343--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 CONSOLIDATED AND INCREASES

To whom it may concern:

As a resident of Sun City Arizona, I (we) OPPOSED to the request by Arizona American Water Company for rate increase under the "Rate Consolidation and Increases. In addition, the proposal of 'consolidation/bundling' with 'other' districts in 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 the proposed inflammatory increases.

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

Respectfully Submitted,

Mariam Vergano

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sun City, AZ 85351

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

2/23/10

Emailed to Carolyn Buck in Phoenix to docket.

Docket #: W-01303A-09-0343 & SW-01303A-09-0343

FILE CLOSED.

End of Comments

Date Completed: 2/23/2010

Opinion No. 2010 - 85195

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2010 - 85189

Date: 2/22/2010

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

First:

Last:

Complaint By: V.M.

Lamberti

Account Name: V.M. Lamberti

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 Nos.: W-01303A-09-0343 & SW-01303A-09-0343)

Sun City, AZ 85351-3707

February 12, 2010

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

Re: Rate Consolidation & Increases
Arizona - American Utility Company, Inc.
Docket #: W-01303A-09-034
SW-01303A-09-034

Dear Sir:

Sun City is adamantly opposed to rate consolidation and increases in rates filed by the Arizona Water Company, Inc. Sun City is a non-profit organization that serves and is funded by the 27,931 residences of Sun City. Not only would the residents be affected by their individual increases in water and waste water, they will also be affected by the increase to the Recreation Center of Sun city (RCSC) which would be passed on in annual property assessments. In 2009 RCSC spent \$128,440 in water and sewer. This application by AZ. AM. would increase RCSC expenses annually by about \$40, 000 for water/wastewater. Recently ACC awarded APS a 10 percent increase, which will raise RCSC electric costs by approximately

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

\$100,000 this year.

Most retirees are on a fixed income with no cost of living raise for 2010, and there may be a freeze on social security for the next four years. All of our expenses are increasing very rapidly.

This bundling process is detrimental to Sun City. The rates should remain the same & not be consolidated.

Sincerely,

V.M. Lamberti

CC: AZ AM. Water
John McGlothlin, Mgr.,
Tom Broderick, Director

Residential Utility Consumer Office
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/23/10

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: 2/23/2010

Opinion No. 2010 - 85189

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax: -----

Priority: Respond Within Five Days

Opinion

No. 2010 - 85184

Date: 2/22/2010

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

First:

Last:

Complaint By:

Grayce

Ladd

Account Name:

Grayce Ladd

Home:

Street:

1...

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 #: W-01303A-09-0343 & SW-01303A-09-0343 --SUN CITY)

2/17/10

Docket #: W-01303A-09-0343

Reg. Rate consideration & Increase Arizona Water Company

Yes, times are hard & yet we all keep doing our "rich type of lifestyle" Except some of us who are now alone, income dropped by 1/2 in the loss of a mate & health failings.

I do conserve am blessed to live in this land of America, but need to remind you to also conserve. When I see 6 to 8 men watching I work an a torn up pipeline, of whose I do not know, I think that is wrong.

Please consider your actions carefully.

Sincerely,

Grayce Ladd

Sunc City, AZ 85351

(I have no email)

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/23/10

Emailed to Carolyn Buck in Phoenix to docket.

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

FILE CLOSED.

End of Comments

Date Completed: 2/23/2010

Opinion No. 2010 - 85184

W-01303A-01-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2010 - 85216

Date: 2/23/2010

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

First:

Last:

Complaint By:

Pat

Hafey

Account Name:

Pat and Robin Hafey

Home: (000) 000-0000

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:

Nature of Complaint:

SUN CITY - WATER-SEWER-CONSOLIDATION

From: Robin Hafey [mailto:
Sent: Tuesday, February 16, 2010 2:17 PM
To: Cheryl Fraulob
Subject: Proposed Water Rate Increases for Sun City!??

Dear Folks~

We are joining the fight against the "bundling" proposed for our water and waste water in Sun City!!! We are a not-for-profit community and need to be treated differently! The proposed rates are astronomical!!

Thank you for intervening in our behalf!!!!

Sincerely,

Pat and Robin Hafey

Sun City, Az. 85351
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/22/10 Comments noted for the record and docketed.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/23/2010

Opinion No. 2010 - 85216

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85215

Date: 2/23/2010

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

First:

Last:

Complaint By: Cheryl Duter

Account Name: Cheryl Duter

Home: (000) 000-0000

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:

Nature of Complaint:

SUN CITY - WATER-SEWER-CONSOLIDATION

From: Cheryl Duter
Sent: Tuesday, February 16, 2010 3:02 PM
To: Cheryl Fraulob
Subject: Sun City Water Issues

Sir,

I request that I be added to the list of Sun City Customers that are opposed to the bundling, and consolidating options being considered for the Sun City water.

Many of the residents in Sun City are on fixed incomes, elderly, and unable to incur the large increases these two options would force upon us. While I recognize that a moderate increase may be necessary, I cannot endorse an option that would increase our costs, so that we could be "bundled" with new subdivisions such as Anthem. We should not be forced to subsidize this new development!

Cheryl Duter

Sun City, AZ 85351
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/22/10 Comments entered for the record and docketed.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/23/2010

Opinion No. 2010 - 85215

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85214 Date: 2/23/2010

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

First:

Last:

Complaint By: **John** **Miller**

Account Name: John Miller

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

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

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

SUN CITY - WATER-SEWER-CONSOLIDATION

From: John Miller [mailto:

Sent: Friday, February 12, 2010 5:33 PM

To: Cheryl Fraulob

Subject: Sun City Water Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343.

I am writing regarding the rate increase requests and consolidation of Sun City water rates and AZ American Water. These rate requests are at the very least well beyond any reasonable justification. I have recently become aware as to why the requests are so large - as apparently AZ American Water wants to consolidate rates and charge different delivery systems for different areas the same rates. As a resident of Sun City - an area with much lower core delivery and service costs than some surrounding areas, I strongly oppose this consolidation and strongly request the Corporate Commission and RUCO flat out deny consolidation of rates for this area - forcing AZ American Water to do what should be done, and justify the water and sewer rates on Sun City's costs as they stand alone. Consolidating rates does not serve the Sun City consumer and it is your responsibility to serve and protect us from this exact type of action. Each delivery system should support itself based on its costs and uses. Similar systems could perhaps be consolidated if that seems to BEST serve the communities involved. The Sun City residents are the least able to absorb increases in the absolutely outrageous 30 - 40 % range - and they will in fact be nothing less than victims if this is allowed to go through. Furthermore - absolutely NOTHING in the free market could go up this amount and continue to survive. Have any of us had an expense go up 30 or 40 % in one lump sum? If our cable went up this much, we would simply cancel, and you would as well. But of course, this is non-competitive water service we are discussing here.

A LARGE portion of the Sun City residences are empty for long periods of time each year, significantly lowering AZ Americans actual sewer costs. Almost no one has lawns or swimming pools using treated drinking water, almost no one runs sprinklers for children to play in on a hot afternoon, almost no one washes their car(s) in the driveway on the weekends.....Sun City is different, and our water and sewer rates should reflect the reality of our City, not be blended in with surrounding areas with different core costs and usage. Finally, you should be

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

aware I moved here - like most of my neighbors, for the stable neighborhood environment, and the low living costs, both of which have remained through the years because the residents spend the time and energy necessary to keep things this way. This rate increase and consolidation is nothing less than an outrage to those years of efforts. Please tell AZ American Water to go back to their office - and that consolidating Sun City's rates with others is not going to happen.

John Miller

Sun City AZ 85373

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/22/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 2/23/2010

Opinion No. 2010 - 85214

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85211

Date: 2/23/2010

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

First:

Last:

Complaint By: Margery

Lane

Account Name: Margery Lane

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:

Nature of Complaint:

2/22/10 SUN CITY WATER

From: Marge Lane [mailto:
Sent: Monday, February 15, 2010 5:05 PM
To: Cheryl Fraulob
Subject: Proposed Sun City Water & Wastewater Rate Increase

Dear Commissioners:

Ref Docket Number W-01303A-09-0343 and SW-01303A-09-0343
Utility Name: Arizona-American Water Company, Inc.

Recent publication of permanent revenue increase for Sun City water and wastewater in the amount of 27.7% and 40.8% is alarming. This amount is excessive and unconscionable. I do not know how any elected person can justify this sudden increased need. Conversations with other Sun City residents are also upset and I know this will be a reflection on future voting decisions. This will be a hardship for many retired Sun City people.

Margery Lane

Sun City AZ 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2/22/10 Comments noted for the record and docketed.
End of Comments

Date Completed: 2/23/2010

Opinion No. 2010 - 85211

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85233

Date: 2/23/2010

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

First:

Last:

Complaint By: Donald A & Jo Ann Pryor

Account Name: Donald A & Jo Ann Pryor

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:

2/23/10***** Received via Utilities Division Web mail*****

REFERENCE: Arizona American Water Docket #W-01303A-09-0343 and #SW-01303A-09-0343

OPINION - OPPOSED

From: DONALD A JO*ANNE L PRYOR
Sent: Monday, February 22, 2010 4:48 PM
To: Utilities Div - Mailbox
Subject: Arizona American Water

Rate Consolidation, Bundling, Rate Increase

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

February 21, 2010

RE: Proposed Sun City Water & Wastewater Rate Consolidation & Increase
Docket #W-01303A-09-0343 and Docket #SW-01303A-09-0343

Rate Consolidation, Bundling and Rate Increase by Arizona American Water for Sun City residents is extremely unfair for senior citizens who are on fixed incomes. We strongly oppose these proposals. They would cause and extreme hardship on us and other senior citizens living in Sun City. We have watched our home values lose

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

30% or more. The cost of food, gas and everything else has risen, and now Arizona American Water wants to have seniors pay for other water districts that have water problems. Not only would our water and sewer rates more than double, but we would also have to pay property assessments to Recreation Centers of Sun City because they would pass their increases on to the residents of Sun City as well. We are not interested in padding the pockets of Arizona American Water and their stockholders. Shame on Arizona American Water!

Sincerely,

Don and Jo Anne Pryor

Sun City, AZ 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/23/10 Comments entered for the record and Docket No. W-01303A-09-0343 SW-01303A-09-0343

End of Comments

Date Completed: 2/23/2010

Opinion No. 2010 - 85233

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85210

Date: 2/23/2010

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

First:

Last:

Complaint By: Orrin

Kolberg

Account Name: Orrin Kolberg

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:

Nature of Complaint:

2/23/10 SUN CITY - WATER-SEWER-CONSOLIDATION

As a snowbird I think it is "redickulus" to be required to pay a 'waist-water' fee for the time we are NOT HERE! I went round and round with AZ Water about the "waist-water" charges on my water bill. The water I use here from May thru November is used to water my trees. NON enters the drainage system! I was told by an AZ Water rep. to "pay the bill or you won't get any more water"! Now they want to up it some more?? I think not. And why should we (Sun city) have to pay a higher rate because another "area" is getting over charged for it's services. I think more thought, as well as RESEARCH. Should be put into new areas that someone wants to develop. Are we going to look at tax, electric, and gas bundling too someday?? What a way to "save the day".. Charge new areas unbelievable high prices.. Then bundle them with established lower rate areas to keep the piece. If Anthem thinks their rates are high.. Just wait until the "next" area is established.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/23/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 2/23/2010

Opinion No. 2010 - 85210