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0000108344

Executive Director

ORIGINAL

ARIZONA CORPORATION COMMISSION

March 10, 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 5 customer comments OPPOSING a rate increase and/or consolidation in 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

MAR 11 2010

DOCKETED BY

MMA

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2010 MAR 11 A 9:05

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone: 602-542-4217

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85610

Date: 3/9/2010

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

Complaint By: First: Lloyd Last: Miller

Account Name: Lloyd Miller

Home: ---

Street:

Work: (000) 000-0000

City: Sun City

CBR: N/A

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:

3/9/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****
(ALSO SENT TO RUCO)

REFERENCE: AZ AMERICAN WATER*****SUN CITY*****
DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343

March 5,2010

Arizona Corporation Commission

Residential Utility Consumer office

Re :D ocket Nos. W-8103L4-09-0343 and SW-0103A-09-0343

The Arizona American Water Company inc. has filed application with the Arizona Corporation Commission regarding rate increases, bundling, and consolidation of water and waste wafer service.

Currently Az. Americans rates reflect the differing cost to service each geographic area. That way each of us pay for what we get or use, and that is the way it should be. If there is an increased cost for Az. American to provide a residence with water or waste water service that resident should pay for that increase. Az. American has not informed anyone of the cost factor involved for Sun City residents to support a rate increase in that geographical area. You should pay for what you use, that is why there are water meters,

There are 44,000 residents in Sun City of which 16,000 (36%) are seasonal residents that are in Sun City an average of six months a year. The homes have 2 or less occupants, 1 or 2 bathrooms, and dcsrt landscaping. The water and wasfwatcr usage is substantially less than all other areas serviced by Az American.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Agua Fria, Anthem, Tubac, Mohave, Havasu, Paradise Valley and Sun City West homes are large with multiple family members, multiple bathtrooms, swimming pooh, lush landscaping, and have grown substantially in number of residences. Their uange of water and wastewatler per capita is substantially more than Sun City and a lot more than 44,000 residents, (36% seasonal) than Sun City. They also have many serious water issues, arsenic removal failiag wells, etc. which Sun City does not have. Sun City residents have and will pay for what they use. The requested rate increase, bundling, and consollidation would increase Sun City water rate 27.7% and the waste water rate 168%. The existiug water and waste water systems need no major repairs so there should be no reason for the 168% and 27.7% rate increase. Everyone should pay for the service they get like Sun City has done for 50 years.

Lloyd Mier

Sun City AZ, 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/9/10 Comments entered for the receord and docketed.

End of Comments

Date Completed: 3/9/2010

Opinion No. 2010 - 85610

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85636

Date: 3/10/2010

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

Complaint By: First: Marie Last: Verde

Account Name: Marie Verde

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR: N/A

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:

3/10/10

REFERENCE: AZ AMERICAN WATER RATE CONSOLIDATION *****SUN CITY*****OPPOSED

(623)977-0910 Docket #W-01303A-090343 SW-01303A-09-0343

Ms. Marie Verde

Sun City, AZ 85351-2513

March 8, 2010

Re: Rate Consolidation, bundling and rate increase.

Gentlemen,

☐The Arizona Water Co., I believe, is extreme in their plan for a rate hike regarding consolidating districts and averging the differing cost for each district into a single rate.

☐American Water gave us their reason to put into use their plan saying that Sun City would benefit from their plan because our system is aging and the cost of updating would be divided with other districts? If there is an explanation for this plan please let ne know.

☐There must ne another way without raising our rates to 27.79% for water and 40.8% for waste water.

Sincerely,

Marie Verde

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

3/10/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 3/10/2010

Opinion No. 2010 - 85636

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 85635

Date: 3/10/2010

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

First:

Last:

Complaint By: **Anothony & Mattie Bernatowicz**

Account Name: Anothony & Mattie Bernatowicz

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:

3/10/10

REFERENCE: AZ AMERICAN RATE CONSOLIDATION *****SUN CITY*****OPPOSED
DOCKET NO W-01303A-09-0343 & SW-01303A-09-0343

Re; Rate Consolidation and Increasing

7 March, 2010

To whom it may concern

We are retired and living on a fixed income in Sun City. We are opposed to the rate consolidation ,bundling and rate increases of Sun City's water and wastewater with other communities. On a personal basis it will cause a hardship on most of us. Our homeowners association is a non profit organization. The water in Sun City is superior to other communities. There are many reasons why we oppose the consolidation. Like all the expense of repairing all the infrastructure of the other communities etc; , .

Thank you
Anthony Bernatowicz
Mattie Bernatowicz

Sun City.AZ 85351

Arizona-American Water Company, Inc.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docket Nos. W-0 1303A-09-0343
SW-0 1303A-09-0343.

Mattie Bernatowicz
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/10/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 3/10/2010

Opinion No. 2010 - 85635

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

29

Priority: Respond Within Five Days

Opinion No. 2010 85618 Date: 3/9/2010

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

Complaint By: **First:** Mike **Last:** Barerra

Account Name: Mike Barerra

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ **Zip:** 85086

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

3/9 Docket No. W-01303A-09-0343 and SW 01303A-09-0343

ANTHEM

OPPOSITION TO RATE INCREASE

Customer is against an increase in sewer rates. He does not believe the company should charge sewer rates from gallon one, as not all water used goes through the sewer. He believes the cost of sewer is more than the cost for the water.

He states the customer is getting the bad end of a deal made between Pulte Homes and Del Webb Homes. He would like to see a separate meter installation for the sewer water.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised customer I would Docket his concerns in the current rate case and provided him with information on accessing our website for review of the application. Docketed.

End of Comments

Date Completed: 3/9/2010

Opinion No. 2010 - 85618

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 85591

Date: 3/9/2010

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

First:

Last:

Complaint By: Thomas

Ketcham

Account Name: Thomas Ketcham

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: 7

Nature of Complaint:

3/9 DOCKET NO. W-01303A-09-0343 AND SW-01303A-09-0343
OPPOSITION RATES AND CONSOLIDATION SUN CITY

From: THOMAS KETCHAM [mailto:tjrmketch@msn.com]

Sent: Saturday, March 06, 2010 11:37 PM

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

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 seasonal retirees in Sun City) on those three 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, and 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.

Thomas & Roxanne Ketcham

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/9

DOCKETED

End of Comments

Date Completed: 3/9/2010

Opinion No. 2010 - 85591
