

ORIGINAL

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



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ARIZONA CORPORATION COMMISSION

April 6, 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 16 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

APR - 6 2010

DOCKETED BY *MJ*

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2010 APR - 6 P 3:18

RECEIVED

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

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Guadalupe Ortiz      **Phone:**      **Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2010 86129**      **Date:** 4/5/2010

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

**First:**      **Last:**

**Complaint By:** Richard A. Frechette

**Account Name:** Richard A. Frechette      **Home:** (000) 000-0000

**Street:**      **Work:**

**City:** Sun City West      **CBR:**

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

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

**Division:** Water

**Contact Name:**      **Contact Phone:** (000) 000-0000

**Nature of Complaint:**

Correspondence Received - Opinion Opposed to AAWC Sun City Water-Sewer Rate Consolidation and Increase:

RE: Docket No. W-01303A-09-0343  
SW-01303A-09-0343

April 1, 2010

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

Sir,

I am writing to you in response to the Public Notice stating Arizona American Water Company is proposing rate consolidation changes which could possibly increase our rates. I have only been a resident of Sun City West since 2003. During this time we have paid the highest water rates with Arizona American Water of any place we have lived in past sixty (60) years, this includes international and domestic residents. We lived in Surprise, Arizona from 1999 to 2003. We lived in a gated retirement community. Our home was 2100 sq. ft" Our lot and landscape was comparable with our current residence. We had no swimming pool, no spa, we used a car wash, had no water feature and there was/is only my wife and I. The highest monthly bill was \$45.00 a month. Our current residence under Arizona American Water finds us using less water but our average monthly bill was over \$100.00 a month the first four years until we changed our line to 3/4", now our bill is averaging 480.00 to \$90.00 a month which is still very high, almost 100% higher than our previous residence.

I am absolutely against any increase in our water rates as I believe we are charged far too much as it is. One of

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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the biggest fallacies is the water we use in our yards to irrigate plants, shrubs and trees. We are being charged sewage rates when in fact this water use has nothing to do with sewage. I think it is just terrible. Unfortunately we are a "CAPTIVE CUSTOMER". Your attention to this is greatly appreciated...

Sincerely,

Richard A. Frechette  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion docketed with Docket Control Center of the Arizona Corporation Commission to be made part of the record. CLOSED  
\*End of Comments\*

**Date Completed: 4/5/2010**

**Opinion No. 2010 - 86129**

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Guadalupe Ortiz

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2010 86119**

**Date:** 4/5/2010

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

**First:**

**Last:**

**Complaint By:** R. Reed

**Account Name:** R. Reed

**Home:**

**Street:**

**Work:**

**City:** Surprise

**CBR:**

**State:** AZ Zip: 85374

**is:**

**Utility Company:** Arizona - American Sewer Company

**Division:** sewer

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

CORRESPONDENCE RECEIVED - OPINION OPPOSED TO SUN CITY WATER-SEWER RATE CONSOLIDATION:

RE: Docket No. W-01303A-09-0343  
SW-01303A-09-0343

Arizona Corporate Commission  
1200 West Washington Street  
Phoenix, AZ 85007

RE: Arizona American Water Company proposals for  
Rate Design-Rate Consolidation of all AZ Water Districts  
Pre-Hearing Conference to be held April 16, 2010  
Phase two hearing to be held May 18, 2018  
Docket No: W-01303A-09-0343  
And Docket No: SW-01303A-09-0343

Dear Members of the Commission; March 31, 2010

I write in response to the notice that a hearing will be held for the Arizona-American Water Company. (see above) Rate design/rate consolidations are due May 3, 2010 and if imposed will affect every subscriber. Delivery of service, maintenance and the purity of the product are costly for water is a precious commodity in our region.

However, as I understand the notice and the example given those people receiving service in Sun City, AZ with lower water bills would be lumped in with subscribers living in remote Tubac, AZ with much higher water bills.

The end result is that Sun City will have higher billings and Tubac will receive lower statements for water

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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services. The example given has a theoretically \$41.86 difference between the two areas.

This is not fair. Sun City residences are mainly elderly retired citizens on fixed incomes. It is not other subscriber's responsibility to subsidize the service to those who have chosen to live in a remote area. The people who made that decision should have considered the expense of choosing that life style.

My husband and I chose to live within a city, not out in Booneville. We do not want to subsidize another area. We oppose this lumping of districts! It is ridiculous for us to be forced into doing this!

We pray there are enough logic minded members to understand this plea? Thank you.

Sincerely,

R. Reed

Surprise, AZ

\*End of Complaint\*

### **Utilities' Response:**

### **Investigator's Comments and Disposition:**

Opinion docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. CLOSED

\*End of Comments\*

**Date Completed: 4/5/2010**

**Opinion No. 2010 - 86119**

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

4/2/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 4/2/2010

Opinion No. 2010 - 86094

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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 86051**

**Date:** 3/31/2010

**Complaint Description:** 08A Rate Case Items - Opposed  
8G Consolidation - Opposed

**First:**

**Last:**

**Complaint By:** Garry

Salmon

**Account Name:** Garry Salmon

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

**Street:**

**Work:**

**City:** Sun City West

**CBR:**

**State:** AZ **Zip:** 85375

**is:**

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

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

W-01303A-09-0343 and SW-01303A-09-0343 OPPOSED TO RATE/ CONSOLIDATION

SUN CITY WEST

From: Garry Salmon  
Sent: Monday, March 29, 2010 2:36 PM  
To: Cheryl Fraulob  
Subject: AZ American Rate Consolidation

Dockets W-01303A-09-0343 and SW-01303A-09-0343

I ask that the rate consolidation and ALL rate increases that raise the rates in Sun City West be NOT APPROVED.

We are on a very tight fixed income and can not afford rate increases from the water company.

We have seen a huge hit on our income the past two years. I suggest that AZ American Water Company be required to take a 2.5-5% RATE REDUCTION to match the AZ market.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Thank you,

Garry Salmon

Sun City West, AZ 85375  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

DOCKETED  
\*End of Comments\*

**Date Completed: 3/31/2010**

**Opinion No. 2010 - 86051**

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed  
\*End of Comments\*

**Date Completed:** 4/1/2010

**Opinion No.** 2010 - 86086

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Brad Morton

**Phone:** (            )

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion**            **No. 2010 - 86082**

**Date:** 4/1/2010

**Complaint Description:**    08G Consolidation - Opposed  
   08H Consolidation - In Favor

**First:**

**Last:**

**Complaint By:**    **Donald A.**

**Laliberte**

**Account Name:**    Donald A Laliberte

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

**Street:**

**Work:**

**City:**                Sun City

**CBR:**

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

**is:**

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

**Division:**            Water

**Contact Name:**

**Contact Phone:** (            )            10

**Nature of Complaint:**

W 01303A-09-0343/ SW 01303A-09-0343    SUN CITY

Sun City, Arizona 85351-2967

March 29, 2010

Arizona Corporation Commission

1200 West Washington Street

Phoenix, Arizona 85007 RE: Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343.

Ladies and Gentlemen:

As a Sun City customer of Arizoha American Water Company, I am writing to voice my strong objection to their unfair and unreasonable attempt and request for rate consolidation. This would force Sun City customers to absorb costs for other districts which have nothing to do with the water conditions in our district. It is my understanding there are situations in other Arizona American Water districts which require additional costs to correct, and there is no reason why Sun City customers should have to share in those costs.

I also object to the ludicrous and unreasonable request for rate increases of 27.7 percent in water rates and 40.8 percent increase in waste water rates.

The majority of Sun City residents are not wealthy and for the most part are on fixed incomes. Not only is Arizona American Water Company unreasonable with all of these requests, but their timing is lousy in view of the poor economy including declining real estate values, retirement funds lost over the past year or two thanks to Wall Street greed, and let's not forget no COLA from Social Security this year (and next year as well).

I urge The Commission to give a message to Arizona American Water Company to tighten their own belts and that greed cannot be tolerated and that they will not be permitted to saddle Sun City customers with their financial waste and mistakes.

Thank you.

Sincerely,

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Donald A Laliberte  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion docketed  
\*End of Comments\*

**Date Completed:** 4/1/2010

**Opinion No.** 2010 - 86082

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 86031

Date: 3/30/2010

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

Complaint By: First: TM Last: Smith

Account Name: TM Smith

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Paradise Valley

CBR: N/A

State: AZ Zip: 85253

is: Other

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

3/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*

Reference: AZ American Rate Increase Consolidation \*\*\*\*\*Paradise Valley\*\*\*\*\*OPPOSED\*\*\*\*\*  
Docket No. W-01303A-09-0343 & SW-01303A-09-0343

Ms. Kristin K. Mayes  
Chairman  
Arizona Corporation Commission  
Commissioners Wing  
1200 West Washington. 2nd Floor  
Phoenix, AZ 85007-2996

March , 2010

Re. Case # 71410

Dear Commissioner:

I am a member of Scottsdale Citizens for Sustainable m e r (SWAT). Our group consists of homeowners associations and others living in Scottsdale who are customers of Arizona American Water Company. Our group represents over 1,400 homeowners and approximately twice that many consumers. I want to express to you and your fellow Commissioners my strong opposition to your recent approval of the Arizona American Water Company's (AAW) rate increase request for the Paradise Valley Water District. Your decision violates every stated and implied goal and objective that the Commission has expressed over the last several years regarding the need to conserve our critical water supply. A few Scottsdale residents appeared and testified before the Commission on this rate increase request; their recommendations seem to have carried little or no consideration or weight by the Commission or RUCO. In fad, they were apparently ignored.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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It is interesting when you consider that 80% of Scottsdale AAW customers consume less than 25 KGM (1000's gallons 1 month) while 84% of Paradise Valley AWW customers consume over 25 KGM! Users of 10 KGM pay 51% more since your approval while 80 KGM users pay only 15% more than previously. Is this fair? Is this within the boundaries established by the Commission to encourage conservation? I think not! In fact, this approved increase is in contravention of the Commission's stated policy.

All governmental agencies make mistakes periodically. Almost all, however, rectify these mistakes. We ask you to reopen this case and rectify the patently unfair increase burden on the lightest users vs. the high consumption users.

Thank you:  
T M Smith

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/30/10 Comments entered for the record and docketed.

\*End of Comments\*

**Date Completed: 3/30/2010**

**Opinion No. 2010 - 86031**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 86032

Date: 3/30/2010

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

First:

Last:

Complaint By: Patricia

Mabante

Account Name: Patricia Mabante

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR: N/A

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:

3/30/10

REFERENCE: AZ American Water Rate Consolidation and Increases\*\*\*\*\*SUN CITY\*\*\*\*\*OPPOSED

February 26, 2010

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

Regarding: Arizona-American Water Company, Inc.  
Docket Numbers: W-0 1303A-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 the 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 homeowners.

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

Respectfully submitted,  
Patricia Mabante

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Sun City, AZ 85373

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

3/30/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 3/30/2010

Opinion No. 2010 - 86032

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

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Guadalupe Ortiz

**Phone:** ( )

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2010 85925**

**Date:** 3/24/2010

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

**First:**

**Last:**

**Complaint By:** David

Richmond

**Account Name:** David Richmond

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

**Street:**

**Work:**

**City:** Sun City

**CBR:** 000000000000000000

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

**is:** Other

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

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

CORRESPONDENCE RECEIVED - OPINION OPPOSED TO SUN CITY WATER - SEWER CONSOLIDATION:

RE: W-01303A-09-0343  
SW-01303A-09-0343

March 17, 2010

To: Arizona Corporation Commission, Consumer Services Section

Re: W-01303A-09-0343 and SW-01303A-09-0343

From: David Richmond

My thinking is that the proposed "bundling" and rate increase as proposed by Arizona American Water Company is definitely not in the best interests of the residents of Sun City, either in the short term or the long run.

First of all, the rationale as provided thus far is insufficient. That Sun City wants to partner with Anthem is to assume there are mutual benefits. The supposed offset is that Sun City has old pipes that need replacement, so somehow Anthem will help with the cost. The information does not say how old the pipes are, what materials they are made from, whether there are problems, and if so, what is and where is the proposed replacement schedule. If there is one, which "old pipes" are going to be replaced and what would be the effect on the rate schedule?

My experience in the Midwest is that many cities are 100 or more years old and have water systems that are in part nearly the same age. The systems are exposed to freezing, thawing and heat. Repairs and replacements do occur, but never a whole city at once. When repairs or replacements are made, each city is responsible for

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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working out a method of payment that is affordable to its own consumers.

Each city funds their own. One city does not subsidize another.

I do not believe Arizona-American Water has made a valid nor acceptable case for bundling.

Secondly, the proposed rate increases maybe be necessary for both water and waste water. Twenty seven and forty one percent seems a bit high though. CPI and GDP are someplace between zero and three percent Social Security was frozen last year. I have not read any reports about increases in labor or material costs. According to the "Sun Views", the proposals by Arizona-American Water, if approved would result in a water rate increase of seventy seven percent and a waste water increase of one hundred sixty eight percent. Rate increases like this are just not realistic. The increases need to be somewhat attuned to the realm of Sun City residents incomes.

My first request is to urge a NO vote on the consolidation or bundling issue. My second request is that the Commission find validation for the rate increases for water and waste water and that they be somewhat on a plane with today's economy.

Sincerely,

David M. Richmond  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. CLOSED

\*End of Comments\*

**Date Completed: 3/24/2010**

**Opinion No. 2010 - 85925**

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Guadalupe Ortiz

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No. 2010 85924**

**Date:** 3/24/2010

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

**First:**

**Last:**

**Complaint By:** Marsha and Charles Gill

**Account Name:** Marsha and Charles Gill

**Home:**

**Street:**

**Work:**

**City:** Sun City

**CBR:**

**State:** AZ Zip:

**is:** Fax

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

**Division:** Water

**Contact Name:** Karl Wilkins

**Contact Phone:** (623) 815-3107

**Nature of Complaint:**

CORRESPONDENCE RECEIVED - OPINION OPPOSED TO SUN CITY WATER - SEWER CONSOLIDATION:

RE: W-01303A-09-0343  
SW-01303A-09-0343

Marsha and Charles

Sun City, AZ

FAX: 6

Arizona Corporation Commission----- Docket # W-01303A-09-0343 and SW-01303A-09-0343  
1200 W Washington St.  
Phoenix, AZ 85007

To whom it may concern,

We are opposed to rate consolidation, bundling and rate increases.

It is appropriate to deal with ones problems in your community without burdening other communities. It is because you chose to live in this area that has issues that you should be willing to fix your problems. If you do not want to deal with its issues you have the choice to move again.

You must also take into consideration the house values in these areas. Why would you consider making Sun City share the burden of Anthem when the income level in Anthem is so much greater than the income level in Sun City? It would truly create a huge burden on Sun City residents who do not share the problems and less of a burden on Anthem residents who are having the problem but are better able to pay for this increase than the

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Sun City residents. The same goes for Sun City West residents.

The rate increases should be as individual districts as you have set them up for so many years. Why change it now because some areas are having problems? Sharing the burden is unfair and should not be a consideration.

Marsha and Charles Gill  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. CLOSED

\*End of Comments\*

**Date Completed: 3/24/2010**

**Opinion No. 2010 - 85924**

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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 86106

Date: 4/2/2010

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

Complaint By: First: Emery Last: Newport

Account Name: 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:

4/2 DOCKET NOS. W-01303A-09-0343 AND SW-01303A-09-0343

OPPOSED TO CONSOLIDATION AND RATES

SUN CITY

Customer is opposed to both consolidation and rate increase. He believes Sun City is a system that is entirely different for the others within the company. Increases will be felt by all residents thru increases in rates and HOA increases as well.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

\*End of Comments\*

Date Completed: 4/2/2010

Opinion No. 2010 - 86106

W-01303A-08-0227  
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

**Investigator:** Trish Meeter

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2010 86108 Date: 4/2/2010**

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

**Complaint By:** **First:** Anita **Last:** Fountain

**Account Name:** Anita Fountain **Home:**

**Street:** **Work:**

**City:** Paradise Valley **CBR:**

**State:** AZ **Zip:** 85253 **is:**

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

**Division:** Water

**Contact Name:** **Contact Phone:**

**Nature of Complaint:**

4/2 DOCKET NO. W-01303A-08-0227 AND SW 01303A-09-0227

PARADISE VALLEY

Customer is opposed to the increase, as her bills have gone from \$15.00 to \$50.00 for her 1 in meter. The increase was too high.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

docketed

\*End of Comments\*

**Date Completed:** 4/2/2010

**Opinion No. 2010 - 86108**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 86083

Date: 4/1/2010

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

Complaint By: First: Robin Last: Olton

Account Name: Robin Olton

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Waddell

CBR:

State: AZ Zip: 85355

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone

Nature of Complaint:

4/1/10 Per Mr. Olton, he wanted to voice his opinion against the proposed rate increase. How many more infrastructure is needed every increase request states the need for infrastructure. The elected officials are in the pockets of the utility companies. He knows how government works. Please deny their request.

\*End of Complaint\*

Utilities' Response:

n/a

\*End of Response\*

Investigator's Comments and Disposition:

4/1/10 I advised Mr. Olton that his comments regarding the Arizona American Water Co. (AAWC) 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 AAWC application. CLOSED.

\*End of Comments\*

Date Completed: 4/1/2010

Opinion No. 2010 - 86083

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Deb Reagan

**Phone:** (602)

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2010 86084

**Date:** 4/1/2010

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

**Complaint By:** **First:** Dorothy **Last:** Degraff

**Account Name:** Dorothy Degraff

**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 \*\*\*\*\*

\*\*\* SUN CITY WATER DISTRICT \*\*\*

Customer wants to voice her opinion in opposition to the proposed rate increase.

\*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:** 4/1/2010

**Opinion No.** 2010 - 86084

ARIZONA CORPORATION COMMISSION

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Brad Morton

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2010 - 86081

**Date:** 4/1/2010

**Complaint Description:** 08G Consolidation - Opposed  
08H Consolidation - In Favor

**First:**

**Last:**

**Complaint By:** Robert

Coleman

**Account Name:** Robert Coleman

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

**Street:**

**Work:**

**City:** Youngtown

**CBR:**

**State:** AZ Zip: 85363

**is:** Cellular

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

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

W 01303A-09-0343/ SW 01303A-09-0343 SUN CITY

Customer against rate increase and in opposition to consolidation with wealthy communities like Anthem.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion docketed  
\*End of Comments\*

**Date Completed:** 4/1/2010

**Opinion No.** 2010 - 86081

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Carmen Madrid      **Phone:** (      )      **Fax:**

**Priority:** Respond Within Five Days

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**Opinion No. 2010 85962**      **Date: 3/25/2010**

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

**Complaint By:**      **First:**      **Last:**  
Hilda      Oker

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

**Street:** n/a      **Work:** (000) 000-0000

**City:** Sun City      **CBR:**

**State:** AZ      **Zip:** 85373      **is:**

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

**Division:** Water

**Contact Name:**      **Contact Phone:**

**Nature of Complaint:**

Consumer is 88 years old and is against the rate increase that Arizona-American Water Company is requesting. This is impossible how is she going to be able to afford to stay in her home.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in W-01303A-09-0343 and SW-001303A-09-0343. closed

\*End of Comments\*

**Date Completed:** 3/25/2010

**Opinion No.** 2010 - 85962

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