

ORIGINAL

Sheila Stoeller



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From: The Gregorys [gregory8900@comcast.net]  
Sent: Saturday, April 03, 2010 10:55 AM  
To: Mayes-WebEmail  
Cc: Desi.Howe@ourclub.com  
Subject: Arizona American Water Public Hearing Anthem April 7, 2010

Dear Ms. Mayes,

We are part-time residents of Anthem AZ and are unable to attend the public hearing. We thank you for hearing our thoughts via email regarding the proposed water rate increase.

As stated we are part-time in Anthem (really only about 10 weeks per year) and part-time in Minnesota. The water bill on our home in Anthem is currently \$120 per month for the months we are **NOT** there. Just for the privilege of being hooked up and using very little or no water there is a \$120 fee when taxes and basic hook-ups are included. This is over 3 times as much as our home in Minnesota which is much larger and has a pool. The bill is higher during the months we are in Anthem. This is highway robbery! We understand water is precious in the desert and should be strictly conserved but \$120 a month for the pipe to be hooked up? And you want to raise this?

We are the second owners of our home in Anthem and understand there is some problem between the water company and builders in Anthem. So we are talking infrastructure and water usage which could be interpreted as two separate subjects but to the homeowners in Anthem it is just "the water bill". Now we know why the realtor quickly changed the subject when we inquired about the water bills.

People are just making do during these tough economic times and an increased water bill may just be enough to put more people into serious trouble. The Anthem Association will also have to raise the monthly homeowner's fee so an increase will be felt doubly. We are looking forward to the day we can be full-time in Anthem without having to find a job during our retirement years just to pay the water bill. (Between Arizona American Water's water rates and Barack Obama's tax increases we may be working full-time during retirement just to keep afloat!)

I have placed calls to the customer service department of Arizona American Water and experienced some rude, disinterested, bordering on verbally abusive treatment. We had a water leak while we were away and the bill was sky high one month. Customer service couldn't have cared less and basically told me to go pound sand. (I suppose if I had to answer the phone there I would get tired of listening to complaints when there was no resolution available to the customer.)

**If you feel you truly need to raise the water usage fee I suggest you also find a way to lower the basic monthly service charge in order for the total water bill to remain fairly consistent to what it is now or even lower.**

Thank you for reading our comments and realize you must be in a tough situation. Please think this through fully and come up with some alternatives that are less damaging to the public.

Sincerely,

Mary and Steve Gregory  
Anthem, Arizona  
Maple Grove, Minnesota

Arizona Corporation Commission

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