

COMMISSIONERS  
KRISTIN K. MAYES - Chairman  
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BOB STUMP



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EXECUTIVE DIRECTOR

47  
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ARIZONA CORPORATION COMMISSION

April 13, 2010

**ORIGINAL**

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 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 14 2010

DOCKETED BY *mn*

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2010 APR 14 A 9:15

RECEIVED



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

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truth. What is truth here?

My current monthly water bill is approx. \$120 per month. Not only will this increase cost an additional \$100+ per month but the cost of maintaining our neighborhood/homeowners association will increase, the monthly dues for all members of the Country Club will increase, and the cost for local businesses will increase which will be passed on to customers. What will be the actual cost to each resident for this proposed rate hike? \$200/month? \$300/month?

Residents in this area have been hit hard by the housing bust and the economic downturn. People are living on the edge. At one local K-8 school (Diamond Canyon) there have been 8 parental suicides this year alone!!!

Please, I urge you, do the right thing.

Charles W. Crim, Jr.

Phoenix, AZ 85006

Phone:

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/13/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 4/13/2010

Opinion No. 2010 - 86289

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Investigator's Comments and Disposition:

4/13/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 4/13/2010

Opinion No. 2010 - 86280

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

Investigator: Carolyn Buck

Phone: 000 000 0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 86279

Date: 4/13/2010

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

Complaint By: First: Terry Last: Murphy

Account Name: Terry Murphy

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Anthem

CBR:

State: AZ Zip: 85086

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

4/13/10

REFERENCE: AZ AMERICAN WATER RATE CASE\*\*\*\*\*ANTHEM\*\*\*\*\*OPPOSED  
DOCKET NO W-01303A-09-0343 & SW-01303A-09-0343

From: terry murphy  
Sent: Sunday, April 11, 2010 10:21 PM  
To: Utilities Div - Mailbox

Subject: Arizona American Water-Proposed Anthem Increase

I am married with one child and have lived in Anthem since 2001. I cannot believe that Arizona American Water has the gall to want a 100% increase in fees. My wages are not going up. My wife and I both work two jobs just to make ends meet. I don't anticipate any increases in the future either but everything else is going up. Do none of these big corporations feel anything for the working people out there? Sure, Arizona American had a booth at the recent Anthem Days. Good PR move, they can say they are trying but they only care about one thing and that is profit at my and my neighbor's expense. Terry Murphy, Anthem, AZ 85086.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4-13-10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 4/13/2010

Opinion No. 2010 - 86279

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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

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Investigator: Carolyn Buck

Phone: 602-974-3000

Fax:

Priority: Respond Within Five Days

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Opinion      No. 2010 - 86278

Date: 4/13/2010

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

Complaint By:      First:      Last:  
**Roland & Maxine      Coleman**

Account Name:      Roland & Maxine Coleman

Home: (000) 000-0000

Street:      N/A

Work: (000) 000-0000

City:      Anthem

CBR:

State:      AZ      Zip: 85086

is: E-Mail

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

Division:      Water

Contact Name:      Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

4/13/10

REFERENCE: AZ AMERICAN WATER RATE CASE\*\*\*\*\*ANTHEM\*\*\*\*\*OPPOSED  
DOCKET NO W-01303A-09-0343 & SW-01303A-09-0343

From: ROLAND COLEMAN  
Sent: Monday, April 12, 2010 7:54 AM  
To: Utilities Div - Mailbox  
Subject: Arizona American Proposed Water Rate Increase  
Commissioners:

We are not able to attend the hearing regarding the above mentioned proposed water rate increase but want to let you know that we are opposed to it and request that it not be approved.

We have lived in Anthem since it was first built and enjoy the lifestyle provided here. When we purchased the property, there was never anything written and/or spoken that we as residents would suddenly become liable to pay for the water infrastructure. The manner in which DelWebb/Pulte and Arizona American Water have misled us as residents is totally unfair. We can understand that AA Water needs to make money, but the deal they make with DelWebb/Pulte was a bad deal, and the residents shouldn't have to pay for their bad judgment. Anthem residents currently pay the highest water rates of any community in the area, and to double that is highway robbery in our mind.

Please do not let that happen.

Sincerely,  
Roland and Maxine Coleman  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

Date Completed:

Opinion No. 2010 - 86278

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Ellen DeLucia

Anthem, AZ 85000  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/13/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 4/13/2010

Opinion No. 2010 - 86277

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

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**Investigator:** Carolyn Buck

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2010 - 86276

**Date:** 4/13/2010

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

**First:**

**Last:**

**Complaint By:** Susan & Harvey Jacobs

**Account Name:** Susan & Harvey Jacobs

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

**Street:** N/A

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

**City:** Anthem

**CBR**

**State:** AZ Zip: 85086

**is:** E-Mail

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

**Division:** Water

**Contact Name:** Karl Wilkins

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

**Nature of Complaint:**

4/13/10

REFERENCE: AZ AMERICAN WATER RATE CASE\*\*\*\*\*ANTHEM\*\*\*\*\*OPPOSED  
DOCKET NO W-01303A-09-0343 & SW-01303A-09-0343

From:

Sent: Monday, April 12, 2010 8:54 AM

To: Utilities Div - Mailbox

Subject: Proposed increase in water rate Anthem

We, Susan and Harvey Jacobs, STRONGLY OPPOSE, the water rate increase in Anthem. We selected Anthem as the perfect place to live, with no disclosure given to us about the increases in our water billing. Had we known, we probably would have not purchased here. It will deeply effect our livelyhood, expenses, property values, since we are retired. DO NOT RAISE OUR RATES! Thank you

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

4/13/10 Comments entered for the record and docketed.

\*End of Comments\*

**Date Completed:** 4/13/2010

**Opinion No.** 2010 - 86276

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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was not a problem with the pool, which seemed the most likely source. The next month's bill was still as high so we started looking for leaks in the drip system--which ultimately proved to be the source of the waste. The point here is that I would think that AZ American would have a system in place that would trigger contact if the usage escalates at such a dramatic and unusual rate--both to conserve water and to assist the homeowner in identifying the problem. I am doing my part--I just need a little help.

Lastly, it seems to me that major infrastructure is generally paid for in very different ways than on the backs of the consumer in this dramatic and overarching way, and generally over 20 -30 years. This contemplated action is highly unusual, ill-timed, and usurious.

I would hope that there is an agreeable alternative that will not have such a devastating effect on Anthem.

Sincerely,

Peni Long

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

4/13/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 4/13/2010

Opinion No. 2010 - 86275

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**W-01303A-09-0343 & ANTHEM \*\* OPPOSED \*\***  
**SW-01303A-09-0343**

**From:** frank giordano [mailto:frankgnv@earthlink.net]  
**Sent:** Sunday, April 11, 2010 8:03 PM  
**To:** Utilities Div - Mailbox  
**Subject:** water hikes in Anthem

As an early Anthem resident I am very disappointed in the way our water and sewer infrastructure has been sold and the new owners attempt at forcing homeowners to pay for it again.

When I bought my home I was specifically told that all water and sewer lines were included in the base cost of my home. I was assured that Del Webb had properly funded and recovered the cost for this infrastructure.

Now to see AZ American water trying to get us to pay for these lines again is at best unethical and at worst illegal.

In addition their attempts to have us pay for water treatment plant additions in other parts of their system are unconscionable.

Please do not allow further rate hikes in Anthem, we are already overpaying.

Thank you for your consideration in this matter.

A voting taxpayer

Frank Giordano



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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What is surprising to us is that a company with predatory practices such as American Water, who is apparently only concerned about shareholders and not in the least concerned about the community they serve, is allowed to operate in Arizona. American Water in collusion with Dell Webb, later Pulte, secretly set up the water and sewage processing plant at a cost of hundreds of millions of dollars. Then after all the home buyers had moved in they sprung the bill for the cost of the plant on the residents. These companies perpetrated the classic bate and switch con. Here's what you think you get, sorry, here's what you really get. And so far they have gotten away with it.

As members of the Arizona Corporation Commission you are our first line of defense. Now that they've shown their hand please let them know that the State of Arizona will not tolerate the kind of callous behavior exhibited by the current proposed rate increase, not to mention the steep increase that was allowed to slip through last year. Thank you for your attention to these matters.

Best Regards

Robert Harbison  
Suzanne Harbison

Anthem, AZ 85006  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/13/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 4/13/2010

Opinion No. 2010 - 86273

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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4/13/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 4/13/2010

Opinion No. 2010 - 86274

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

4/13/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 4/13/2010

Opinion No. 2010 - 86269

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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**      **86222**      **Date:** 4/9/2010

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

**Complaint By:**      **First:** Richard      **Last:** Scheirmann

**Account Name:** Richard Scheirmann      **Home:**

**Street:**      **Work:**

**City:** Sun City West      **CBR:**

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

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

**Division:** Water

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

**Nature of Complaint:**

CORRESPONDENCE RECEIVED - OPINION OPPOSED - RE: AAWC SCW WASTE WATER DISTRICT:

April 2, 2010

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

To Whom It May Concern:

We are retired and can't afford higher utility rates. Our assets are decreasing in value, including our income. Yet, our expenses are increasing, including taxes, utilities, insurance, etc. The value of our home is down 25% and our real estate taxes increase!!

A few months ago we were notified that Arizona American Water was requesting an 80% increase in their rates. So I called them and they agreed the request was in hopes of receiving a 35% to 40% approval. I explained the quality of their water, mineral staining, drinkability, etc., cost us additional expenses and time; therefore, I would protest any increase.

Upon asking about salt or alternative treatments as so many residents are forced to provide, they stated some people can't have salt in their diet. I replied, those people are in a small minority.

With no improvement in quality, I would patronize a competitor if there was one! So all I can hope to accomplish is "No rate Increases!" Thank you for your consideration.

Richard Scheirmann

Sun City West, A.<sup>7</sup>  
\*End of Complain.

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

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

**Date Completed:** 4/9/2010

**Opinion No.** 2010 - 86222

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

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**Investigator:** Guadalupe Ortiz      **Phone:** 5      **Fax:** (

**Priority:** Respond Within Five Days

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**Opinion**      **No.** 2010      86221      **Date:** 4/9/2010

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

**Complaint By:**      **First:** Charles      **Last:** Peterson

**Account Name:** Charles Peterson      **Home:** (000) 000-0000

**Street:** 13729 W. Countryside Dr.      **Work:**

**City:** Sun City West      **CBR:**

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

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

**Division:** Water

**Contact Name:**      **Contact Phone:** 7

**Nature of Complaint:**

CORRESPONDENCE RECEIVED - OPINION OPPOSED - RE: AAWC SUN CITY WEST:

03/31/10

Arizona Corporation Commission

Re: Docket Nos. W-01303A-09-0343  
SW-01303A-09-0343

Dear Sirs:

Regarding rate increase review for Az American Water, this request must be denied on the grounds that this company just completed massive increase in water rates for Sun City West. To approve yes on rate increase is extremely excessive. The company needs to reduce its company expenses, salaries, bonuses and hiring freeze. Internal lost measures must occur. These rate increase can not continue. Please take action to protect consumer when a company is out of control.

Sincerely,

Charles Peterson

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

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

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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: 4/9/2010**

**Opinion No. 2010 - 86221**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 86201

Date: 4/9/2010

Complaint Description: 08G Consolidation - Opposed  
08G Consolidation - Opposed

First:

Last:

Complaint By: Jacqueline Roersma

Account Name: Jacqueline Roersma

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket Nos. W 01303A-09-0343 / SW 01303A-09-0343 ANTHEM

Customer opposes rate case.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed

\*End of Comments\*

Date Completed: 4/9/2010

Opinion No. 2010 - 86201

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

**Investigator:** Trish Meeter

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2010 86183**

**Date:** 4/8/2010

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

**First:**

**Last:**

**Complaint By:** Mr. & Mrs.

**Netz**

**Account Name:** Mr. & Mrs. Netz

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

**Street:**

**Work:**

**City:** Bullhead City

**CBR:**

**State:** AZ **Zip:** 86426

**is:**

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

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

4/8/10 DOCKETED -01303-09-0343 and SW 01303-09-0343 OPPOSED RATES/CONSOLIDATION

FT. MOHAVE

Thursday, April 1, 2010

Dear Arizona Corporation Commissioners:

Re: Arizona-American Water Company (Mohave Wastewater District) Decision No. 71410.

Docket No's W-0 1 303A-09-0343 and SW-0303A-09-0343.

This plea is from the seniors on a fixed income, again.

Please note in the Docket Summary that "Pursuant to Decision No. 71410 and the schedule in the Pending Rate Case, Staff will file at least one rate consolidation proposal on or before March 29, 2010.

If approved by the Commission, this proposal may impact the rates of every Arizona- American water and wastewater customer, resulting in either an increase or a decrease (in rates").

Please note that the enclosed copy of our Wastewater Bill from December 2009 to January 2010 has an increase of approximately 14 %!

Since this increase in monthly sewer rates predates any Public Notice, it appears that the approval of the Commission's Utilities Division ("Staff") to consider the pending rate case has been removed from their opportunity to analyze the rate increase and is applied without any "Staff's" approval.

This sewer rate increase, which started in December 2009, was made right in the middle of our recession with Medicare part B and part D drug premiums rising 10% to 15% for seniors!

Housing costs (i.e.) homeowners insurance and repairs, real-estate taxes, electricity and gas are all up in cost! Medical (doctors) costs, prescription drug costs and fuel cost all up dramatically. Even Social Security, which we live on, failed to pay a Cost Of Living Allowance for this and probably next year.

These rising costs mean it is increasingly common for us "older" Americans to go without the prescriptions we need. I fear that with all these rising costs and no way to supplement our income, we won't be able to afford

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

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proper nutrition and become financially dependant on our children.  
Please, at this crucial financial time, do not allow Arizona-American Water Company (Sewer) to increase our monthly sewer fee again.

Thank you for your time and may God Bless.

Respectfully;

Mr. & Mrs. W.R.Netz

Customer attached duplicate information as filed in Opinion No. 74327

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

4/8/10

4/8/10

April 8, 2010

Dear Mr. and Mrs. Netz,

I have received your correspondence regarding Decision No. 71410 for the Arizona American Water Co. ("AAWC") rate case.

An application by AAWC was filed with the Arizona Corporation Commission ("Commission") on July 2, 2009, Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343, for an increase in rates for the water districts listed in the "summary" of the AAWC customer notice. This is a pending rate case for some but not all of the AAWC districts.

Ft. Mohave Wastewater District received Commission approval for an increase in rates per Decision 71410 through a previous application, Docket Nos. W-01303A-08-0227 and SW-01303A-08-0227.

These rates became effective on December 8, 2009. In this same Decision, 71410, it was ordered that Commission staff propose at least one rate consolidation proposal to be filed in the current rate case of W-01303A-09-0343 and SW-01303A-09-0343.

In an attempt to clarify the dockets related to the AAWC rate case, I have enclosed a copy of the staff rate consolidation proposal for Mohave Wastewater District in Docket No. W-01303A-09-0343 and the order and approved rates per Decision 71410 through Docket No. W-01303A-08-0227.

If I can be of further assistance in this matter, please feel free to contact me at 800-222-7000.

Sincerely,

Trish Meeter  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 4/8/2010

Opinion No. 2010 - 86183

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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**      **86184**      **Date:** 4/8/2010

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

**Complaint By:**      **First:**      **Last:**  
**Mr. & Mrs. John R. Woller**

**Account Name:**      Mr. and Mrs. John R. Woller      **Home:** (000) 000-0000

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

**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:**

**Nature of Complaint:**

To: Arizona Corporation Commission      April 6, 2010  
Consumer Services Section  
1200 West Washington  
Phoenix, AZ 85007

Attn: All Corporation Commissioners

Re: Arizona American Water Co.'s Rate Increase/Consolidation Request  
Docket Nos, W-01303A-09-0343 and SW-01303A-09-0343

As consumer's, we can imagine reasons why Arizona American Water (AAW) management would want to consolidate rates, particularly for their benefit. We also accept the need for periodic reasonable rate increases for utilities. However, everyone we have discussed this with is definitely OPPOSED to "RATE CONSOLIDATION".

Insurance companies, to a great degree, base rates on unique conditions in a given geographical area. All insured's don't pay the same regardless of where they live. Makes sense to us as consumers and it can affect our decision regarding where to live.

Electric and Natural Gas rates may be more uniform across a utilities total service area BUT if a consumer decides to live in a more remote area, that consumer may have to pay a significant fee to obtain/have service lines run or go without and self generate or use an alternate higher cost source like propane. The rest of us shouldn't have to pay more due to their free will decision to locate outside of a more heavily populated area with existing services/lower costs.

Water service is not a RIGHT, it's an option based on a person's decision regarding where to live. Some people choose to live "farther out" in spite of knowing costs for utilities, etc. will be higher. That's their free will decision and the majority of us who to choose to live "closer in" shouldn't have to subsidize the costs of their decisions.

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

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Some people haul water, again that's their decision

It's just NOT RIGHT OR FAIR to potentially penalize the voting majority for the personal life location decisions made by those who want to live "farther out". PLEASE DON'T ALLOW Arizona American Water TO CHANGE THE GROUND RULES ON US BY ALLOWING "RATE CONSOLIDATION". Leave rates based on: "rates reflecting the differing costs to serve each geographical area", as AAW states is their practice, in their mass mailing letter we received in late March. That 's the way it's been for a long time and that's really the way it should remain.

Sincerely,

Mr. and Mrs. John R. Woller

Sun City, Az  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

**Date Completed: 4/8/2010**

**Opinion No. 2010 - 86184**

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

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2010 86182**

**Date:** 4/8/2010

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

**Complaint By:** **First:** May **Last:** Fekes

**Account Name:** May Fekes

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

**Street:**

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

**City:** Paradise Valley

**CBR:**

**State:** AZ **Zip:** 00000

**is:**

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

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

April 5, 2010

Arizona Corporation Commission  
1200 W. Washington  
Phoenix, AZ. 85007

RE: Arizona American Water Co.

Dear Sirs:

I have received the enclosed letter from American Water Co. regarding a raise in their water rates for my home in Paradise Valley, AZ. For a number of months they have charged me and the other residents a - fee for arsenic recovery charge monthly in amount of about \$30.00 in add<sup>n</sup> to our regular water bill. Now I have noticed that they discontinued this charge in Jan. 2010. Also, I have noticed that they have raised our basic basic service fee from \$20.60 per month to \$50.30 starting Jan. 2010. Since they have raised their basic charge by more than \$30.00 per month I do not believe that they should be requesting another raise in our water rates.

I don 't know if the other residents of Paradise Valley have noticed.this raise in the basic water fee but I am retired 81 year old and I watch my utility bills closely.

If you think what they are doing is fair then I will keep quiet, but I just thought that you should know.

Yours truly,

Mav Fekes

Paradise Valley, AZ. 85323

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

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in dockets no. W-01303A-09-0343 & SW-01303A-09-0343. closed

\*End of Comments\*

**Date Completed: 4/8/2010**

**Opinion No. 2010 - 86182**

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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 86138 Date: 4/5/2010**

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

**First:**

**Last:**

**Complaint By:** Thomas

**Bell**

**Account Name:** Thomas Bell

**Home:**

**Street:**

**Work:**

**City:** Sun City West

**CBR:**

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

**is:**

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

**Division:** Water

**Contact Name:**

**Contact Phone:** (602) 954-1111

**Nature of Complaint:**

4/5 DOCKET NO. W-01303A-09-0343 SW-01303A-09-0343

Customer is OPPOSED to both RATES and CONSOLIDATION

SUN CITY WEST

Customer feels SCW is different than other water systems and should not pay for those systems that have problems with the quality of water.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

docketed

\*End of Comments\*

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

**Opinion No. 2010 - 86138**