

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



0000110720

ARIZONA CORPORATION COMMISSION

47
0

ARIZONA CORPORATION COMMISSION

ORIGINAL

May 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 24 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

RECEIVED
2010 MAY -6 A 11:43
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Arizona Corporation Commission
DOCKETED

MAY - 6 2010

DOCKETED BY *MW*

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 86724

Date: 5/4/2010

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

First:

Last:

Complaint By: Joan

Adair

Account Name: Joan Adair

Home: (000) 000-0000

Street: n/a

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:

SUN CITY

Sent: Monday, May 03, 2010 12:50 PM
To: rstump@azcc.gov; Mayes-WebEmail
Subject: W-1303A-09-0343 and SW-01303A-09-0343

I'm totally against W-1303A-09-0343 and SW-01303A-09-0343.

Sun City cannot afford nor should it be asked to take on any other water districts expenses or problems. This is not a fair proposition at all. I for one who survives on Social Security as many of our residents do, will greatly suffer financially.

Joan Adair

Sun City, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 5/4/2010

Opinion No. 2010 - 86724

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Inquiry No. 2010 86755

Date: 5/5/2010

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

First:

Last:

Complaint By: Percy & Judy Morrison

Account Name: Percy and Judy Morrison .

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:

From: Judith Morrison [mailto:

Sent: Tuesday, May 04, 2010 5:07 PM

To: Utilities Div - Mailbox

Cc: Mayes-WebEmail; Kristin Mayes; Sandra Kennedy; Paul Newman; rstump@azcc.gov; Gary Pierce; Pierce-Web

Subject: Sun City AZ Registered Voter re: WATER rates

Dear Sir or Madam

We strongly urge you to VOTE NO on these proposed dockets: SW-01303A-09-0343 and W-01303A-09-0343

As Registered Voters residing in Sun City, Arizona, our whole life we have worked hard, paid our taxes, followed the law, and now want to reap the benefits in retirement. We should NOT have to pay for other Water district's problems and expenses and HIGHLY OPPOSE the proposed Rate Consolidation with any other water District. We take care of ourselves as they should take care of themselves, not expect us to help pay their way!!!

We will be at the public meeting here in Sun City on May 17 to voice our opinions and objections. We will also make sure we keep a list of how all our elected officials vote on this matter, as it will be considered at election time.

Regards

Percy and Judy Morrison

Sun City, AZ

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 5/5/2010

Inquiry No. 2010 - 86755

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 86753

Date: 5/5/2010

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

First:

Last:

Complaint By: Judy

Jorgenson

Account Name: Judy Jorgenson

Home: (000) 000-0000

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:

Contact Phone:

Nature of Complaint:

From: Judy Jorgenson [mailto:];
Sent: Wednesday, May 05, 2010 10:26 AM
To: Utilities Div - Mailbox; Mayes-WebEmail
Subject: SUN CITY = Arizona Registered Voter re: WATER rates

I strongly urge you to VOTE NO on these proposed dockets: SW-01303A-09-0343 and W-01303A-09-0343 !!

I have worked hard, paid my taxes, followed the law, and now want to reap the benefits in retirement. I should NOT have to pay for other Water district's problems and expenses and HIGHLY OPPOSE the proposed Rate Consolidation with any other Water district. We take care of ourselves as they should take care of themselves, not expect me to help pay their way !!

I will be at the public meeting here in Sun City on May 17 to voice my opinions and objections. I will also make sure I keep a list of how all my elected officials vote on this matter, as it will be considered at election time.

Regards.....Judy Jorgenson

Sun City, AZ 85373

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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: 5/5/2010

Opinion No. 2010 - 86753

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Arizona-American Water Co. rate case
Docket No. W-01303A-09-0343 and SW-01303A-09-0343. closed
End of Comments

Date Completed: 5/5/2010

Opinion No. 2010 - 86740

W. 01303A.09.0343
SW. 01303A.09.0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: 01

Priority: Respond Within Five Days

Opinion No. 2010 86750

Date: 5/5/2010

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

Complaint By: First: Helen Last: Giordano

Account Name: Helen Giordano Home: (000) 000-0000

Street: n/a 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:

5/4 Docketed W-01303A-09-0343 and SW 01303A-09-0343

OPPOSED RATES SUN CITY

Call received by Chairman's Office. No phone number provided.

Caller is totally against rate increase. It is not fair at all.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed.
End of Comments

Date Completed: 5/5/2010

Opinion No. 2010 - 86750

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 86725

Date: 5/4/2010

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

First:

Last:

Complaint By: Dick

Mishinski

Account Name: Dick Mishinski

Home: (000) 000-0000

Street: n/a

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:

SUN CITY

Sent: Monday, May 03, 2010 11:44 AM

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

Cc: Mayes-WebEmail

Subject: Docket Nos. W-01303A-09-0343 and,,SW-01303A-09-0343

I strongly oppose ANY rate increase for Sun City water and waste water.

Sun City has not grown above 40,000 residents in the last 40 years and there is NO construction for new homes in this area. No major improvements have been made in Sun City by Arizona-American Water. When AAW took over in Sun City they apparently did not do their home work and are now finding that with the addition of Agua Fria, Anthem, Tubac, Mohave, Havasu and Paradise Valley they need more revenue to support them. It is not Sun Cities responsibility to support other water districts with out getting some benefit.

Our infrastructure has not changed, we've had no discernible improvements, and we probably don't use any more water today than we did 40 years ago.

What benefit does Sun City get from this consolidation? NONE. Each of the above mentioned water districts except Sun City has income producing families who can well afford a rate increase in their district to support them. Let them support their water and waste water needs on their own backs. Not on the backs of Sun City.

We should not be expected to subsidize other areas for their water and waste water. We would in effect be bailing out those other areas. If they need a bail out, let them go to the federal government, not the citizens of Sun City.

Vote NO for any rate increase for Sun City

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dick Mishinski
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

Date Completed: 5/4/2010

Opinion No. 2010 - 86725

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 86720

Date: 5/4/2010

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

First:

Last:

Complaint By: John

Miller

Account Name: John Miller

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl

Contact Phone:

Nature of Complaint:

SUN CITY

Dear Kristen Mayes
Gary Pierce
Sandra Kennedy
Paul Newman
Robert Stump

It is imperative that you consider the will of the taxpaying voting people and OPPOSE the rate consolidations being proposed for the water and sewer districts in Sun City. There is no good reason to take a community like Sun City, here since 1960, and 50 years later force it into a rate sharing plan with any other community. We have had water and sewer rates set "for Sun city" all this time and it should remain that way. Other communities should face their water and sewer problems on their own, like Sun City has always done. I STRONGLY AND COMPLETELY OPPOSE any rate consolidation involving Sun City.

Furthermore the rate increases this would involve are beyond astronomical. If these are the increases this water company needs to survive, it is time to find someone else to manage the water and sewer systems. There is absolutely not one item in the economy that would survive these kinds of increases.

Why do you think people choose to live in Sun City? We live here because it is inexpensive. Our houses are small and modest. Life here is still fairly simple. The more affluent retirees live in Sun City West, Sun City Grand & Sun City Festival. The people in Sun City WILL NOT BE ABLE TO AFFORD these new rates. It is that simple and IT IS YOUR RESPONSIBILITY to protect us from exactly what is being proposed.

Finally we do not use the water and sewer system like other communities. We have one or two people per residence. We have only a handful of pools in the community. We do not have lawns. We do not play in the sprinklers. We do not wash our SUV's in the drive. Get the picture?

I will see you on May 17th, if there is room enough in the building for all of us.

Thank You for your consideration

John Miller

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed.
End of Comments

Date Completed: 5/4/2010

Opinion No. 2010 - 86720

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 86722

Date: 5/4/2010

Complaint Description: 08H Consolidation - In Favor
N/A Not Applicable

Complaint By: **First:** John & Patty **Last:** Cloninger

Account Name: John & Patty Cloninger

Home: (000) 000-0000

Street: n/a

Work:

City: Tubac

CBR:

State: AZ **Zip:** 00000

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

TUBAC

Sent: Monday, May 03, 2010 2:42 PM
To: Mayes-WebEmail
Subject: water rate consolidation

Dear Ms. Mayes,

We are writing to encourage you to enact water rate consolidation regulations so that we, as Arizona Water customers, would pay an equitable and not disproportional rate.

Thank you for your consideration.
John and Patty Cloninger

Tubac, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 5/4/2010

Opinion No. 2010 - 86722

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 86723

Date: 5/4/2010

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

Complaint By: **First:** Larry **Last:** Harstad

Account Name: Larry Harstad

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:

SUN CITY

Sent: Monday, May 03, 2010 12:55 PM
To: Utilities Div - Mailbox; Mayes-WebEmail
Cc: Kristin Mayes; Sandra Kennedy; Paul Newman; rstump@azcc.gov; Gary Pierce; Pierce-Web; Kennedy-Web; Newman-Web; Stump-Web
Subject: SUN CITY = Arizona Registered Voter re: WATER rates

Dear Sirs+ Madams,

I strongly urge you to VOTE NO on these proposed dockets: SW-01303A-09-0343 and W-01303A-09-0343 !!

As a Registered Voter residing in Sun City, Arizona - my whole life I have worked hard, paid my taxes, followed the law, and now want to reap the benefits in retirement. I should NOT have to pay for other Water district's problems and expenses and HIGHLY OPPOSE the proposed Rate Consolidation with any other Water district. We take care of ourselves as they should take care of themselves, not expect me to help pay their way !!

I will be at the public meeting here in Sun City on May 17 to voice my opinions and objections. I will also make sure I keep a list of how all my elected officials vote on this matter, as it will be considered at election time.

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Regards..... Larry Harstad

Sun City, AZ 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.

End of Comments

Date Completed: 5/4/2010

Opinion No. 2010 - 86723

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 86707

Date: 5/4/2010

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

First:

Last:

Complaint By: Gloria

Halgunseth

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:

5/3 W-01303A-09-0343 and SW-01303A-09-0343 OPPOSED RATES AND CONSOLIDATION

SUN CITY

From:

Sent: Monday, May 03, 2010 11:13 AM

To: Utilities Div - Mailbox; Mayes-WebEmail; Pierce-Web; Kennedy-Web

Subject: Arizona Registered Voter

RE: Docket # W01303A-09-0343 and SW01303A-09-0343

My name is Gloria Halgunseth,
mail:

My telephone is

Just writing to let you know these rates would be a terrible hardship for me. I am a widow, and on small fixed income. With the economy the way it is it has been very difficult to make ends meet. I live alone, and do not use much water, as I am sure most of Sun City residents also do not use water as much as a family would. Please reconsider these rates for the Sun City Residents. It would be very much appreciated.

Thank you.

Gloria Halgunseth

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 5/4/2010

Opinion No. 2010 - 86707

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 5/4/2010

Opinion No. 2010 - 86706

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 86710

Date: 5/4/2010

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

First:

Last:

Complaint By: Joan

Adair

Account Name:

Home: (000) 000-0000

Street: n/a

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:

5/3 W-01303A-09-0343 and SW-01303A-09-0343 OPPOSED RATES AND CONSOLIDATION
SUN CITY

-----Original Message-----

From: Joan Adair

Sent: Monday, May 03, 2010 12:48 PM

To: Utilities Div - Mailbox

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

I'm totally against W-1303A-09-0343 and SW-01303A-09-0343.

Sun City cannot afford nor should it be asked to take on any other water districts expenses or problems. This is not a fair proposition at all. I for one who survives on Social Security as many of our residents do, will greatly suffer financially.

Joan Adair

Sun City, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docketed
End of Comments

Date Completed: 5/4/2010

Opinion No. 2010 - 86710

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 86711

Date: 5/4/2010

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

First:

Last:

Complaint By: Carol

Harstad

Account Name: Carol Harstad

Home:

Street: 1

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:

5/3 W-01303A-09-0343 and SW-01303A-09-0343 OPPOSED RATES AND CONSOLIDATION
SUN CITY

From:
Sent: Monday, May 03, 2010 12:51 PM
To: Utilities Div - Mailbox; Mayes-WebEmail
Subject: SUN CITY = Arizona Registered Voter re: WATER rates

Dear Sirs+ Madams,

I strongly urge you to VOTE NO on these proposed dockets: SW-01303A-09-0343 and W-01303A-09-0343 !!

As a Registered Voter residing in Sun City, Arizona - my whole life I have worked hard, paid my taxes, followed the law, and now want to reap the benefits in retirement. I should NOT have to pay for other Water district's problems and expenses and HIGHLY OPPOSE the proposed Rate Consolidation with any other Water district. We take care of ourselves as they should take care of themselves, not expect me to help pay their way !!

I will be at the public meeting here in Sun City on May 17 to voice my opinions and objections. I will also make sure I keep a list of how all my elected officials vote on this matter, as it will be considered at election time.

Regards.....Carole Harstad

Sun City, AZ 85351

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 5/4/2010

Opinion No. 2010 - 86711

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

We respectfully request that you carefully consider such drastic increases and their long-term effect on us, the very ones who are most affected by them. Let each area, as they stand, continue to pay for their own increases as dictated by their own needs in upgrades, increases in equipment and water, and so on.

Sincerely,

Bill & Karen Gilbreath
Arizona Registered Voters

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 5/4/2010

Opinion No. 2010 - 86712

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sun City.

Vote NO for any rate increase for Sun City

Dick Mishinski
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed: 5/4/2010

Opinion No. 2010 - 86709

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 86721

Date: 5/4/2010

Complaint Description: 08H Consolidation - In Favor
N/A Not Applicable

Complaint By: **First:** John **Last:** Cissel

Account Name: John Cissel **Home:** (000) 000-0000

Street: n/a **Work:**

City: Tubac **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone**

Nature of Complaint:

TUBAC

mailto:john.cissel@awc.com [mailto:john.cissel@awc.com]

Sent: Monday, May 03, 2010 2:47 PM

To: Mayes-WebEmail; Pierce-Web; Newman-Web; Kennedy-Web; Stump-Web

Subject: Arizona American rate consolidation

Dear Commissioners,

You are urged to vote in favor of rate consolidation out of consideration for all Arizona American's customers. Thank you for your favorable vote in this statewide important matter.

John C. Cissel
Tubac, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

Date Completed: 5/4/2010

Opinion No. 2010 - 86721

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 86585

Date: 4/26/2010

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

First:

Last:

Complaint By: Robert E.

Graham

Account Name: Robert E. Graham

Home

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED - SUN CITY RATE INCREASE AND CONSOLIDATION:

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

April 23, 2010

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

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

Dear Sirs

The hearings concerning the above cited dockets concern Arizona American Water's request for rate increases for both water and wastewater services to Sun City along with other entities served by Arizona American Water. Please consider the following comments regarding Arizona American Waters requests.

Arizona American Water has requested a rate consolidation for the supply and delivery of water to Sun City along with other not contiguous entities to Sun City, Arizona. These other entities have no correlating reason to be considered to have comparable costs for the supply, treatment, and distribution of water to Sun City, Arizona. Without equal basis in costs, investment, and financing, consolidating the rates between entities served by

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Arizona American Water is basically detrimental to the consumers served in each of the entitles. Consumers should only be assessed the cost basis to receive the service delivered to them. The Arizona Corporation Commission may not sanction any other basis for the determination of rates for regulated utilities than the costs justified for the delivery of a regulated utility service in a particular area or to a particular entity in Arizona.

Residents of Sun City have not received any increase in service for either water supply and delivery or in wastewater treatment which would justify increases in rates being requested by Arizona American Water for either of these regulated services. Rate increases should only be granted upon a basis which recognizes increased investment in the services delivered. The current economic crisis in Arizona does not indicate any inflationary basis for cost adjustment for rate increases for Arizona American Water.

Sincerely,

Robert F. Graham

cc: Deanna Szentmiklosi

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: 4/26/2010

Opinion No. 2010 - 86585

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: 4/26/2010

Opinion No. 2010 - 85249

[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 86571

Date: 4/26/2010

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

Complaint By: **First:** Rose **Last:** Teske

Account Name: Rose Teske

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ **Zip:** 85375

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 *****

*** REFERRED FROM CHAIRMAN MAYES' OFFICE ***

Customer sent the following e-mail -

From: Rose Teske [mailto:
Sent: Friday, April 23, 2010 10:09 AM
To: mayes-web@azcc.gov; pierce-web@azcc.gov; newman-web@azcc.gov; kennedy-web@azcc.gov; stump-web@azcc.gov
Subject: Arizona American Water

I understand that this company has another rate increase request before you. Please remember that you just approved an increase in November and that we in Sun City West are already paying \$40 a month just to have the honor of getting a bill from them every month before we ever even turn on the water. Their rates are already ridiculously high and I can't believe that they have the gall to ask for another increase but then maybe they figure that they got you to agree the last time so they will go for the gold. Are you supposed to be working for the citizens who voted you in or the corporations that request an increase? In the past it seems that the corporations are winning!! I hope and pray that sense prevails and this company is not allowed to further gouge the customer who have only one choice to avoid their obscene rates, sell and move elsewhere.

Rose Teske

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sun City West. AZ 85375

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Dear Ms. Teske,

Thank you for your recent e-mail to Chairman Mayes. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

I will file your comments in Docket Control for this case and they will be available for all parties to review. The Commissioners appreciate you taking the time to express your opinion on this matter.

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 4/26/2010

Opinion No. 2010 - 86571

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 86513

Date: 4/22/2010

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

First:

Last:

Complaint By: Ellen and Brad Wiebelhaus

Account Name: Ellen and Brad Wiebelhaus

Home:

Street:

Work:

City: Waddell

CBR:

State: AZ Zip

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Email Received - Opinion Opposed to AAWC Agua Fria Water District:

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

-----Original Message-----

From: Valorie Nimmo On Behalf Of Utilities Div - Mailbox
Sent: Thursday, April 22, 2010 8:31 AM
To: Guadalupe Ortiz
Subject: FW: Data from publiccommentform

Hey Lupe, Sorry I missed this one on Tuesday.

-----Original Message-----

From: ellen [mailto:ellen@arizona.gov]
Sent: Tuesday, April 20, 2010 4:18 PM
To: Utilities Div - Mailbox
Subject: Data from publiccommentform

Ellen and Brad Wiebelhaus

Waddell AZ

Arizona American Water
W-01303A-09-0343 and SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4/19/2010

CONSUMER COMMENTS:

We had originally looked at new homes in the Anthem area. We researched water issues and decided not to purchase a home there because of those issues and the potential for very much higher rates in the future. One item not being discussed currently is the fact that the developer made a lease agreement with an Indian tribe with vast potential for increases in lease prices in the future. We decided against homes in other areas because of similar water price and or availability issues in the future. Arizona has many of these all over the state. We purchased a home in Clearwater Farms in Waddell because there were no issues there. Now, after many years and the issues for Anthem are becoming a big problem, Arizona American wants to equalize their rates by placing all their Maricopa County customers in the same rate, thus subsidizing those in Anthem. Since Anthem is paying an average of \$85 a month and facing a \$78 per month increase, they want to share that around with all their customers. Our current bill averages about \$75 for an amount that would be cheaper yet in our old home in Glendale. This is just for water inside the home and a drip irrigation system for plants near our home as we have no sewer and use a separate water delivery company for outside irrigation on the rest of our property. The irrigation bill adds an additional \$15 a month average for that water bill, for a total of \$90 per month even though we only use a small amount from Arizona American. We can not afford a higher inside water bill and can not afford to sell our home since it is only worth about 35% of our mortgage. I suppose we could turn off Arizona American water and use irrigation water for cooking, cleaning and bathing. It is not right that the developer and water company made bad water choices for one area and now want to spread them around to all the water companies customers. We do not want to pay more money so that others will not have to pay what they agreed to pay when purchasing their home. This would push us to a higher total than anthem, just so they wouldn't have to pay their agreed amount. This is America, don't worry, we will get someone else to pay your bill by equalizing the payments.

End of Complaint

Utilities' Response:

N/A

End of 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: 4/22/2010

Opinion No. 2010 - 86513

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

Fax

Priority: Respond Within Five Days

Opinion No. 2010 86516

Date: 4/22/2010

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

Complaint By: **First:** Shantel **Last:** Glick

Account Name: Shantel and Bryan Glick

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR

State: AZ **Zip:** n/a

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

4/21 Docket No. W-01303A-09-0343 and SW 01303A-09-0343 ANTHEM OPPOSED RATE INCREASE

From: Shantel Glick
Sent: Tuesday, April 20, 2010 10:59 AM
To: Utilities Div - Mailbox
Subject: Unhappy in Anthem

>To Whom it may concern.

> We live in Anthem and have a business we are trying to grow and we are
> finding it increasingly difficult to live in Anthem, given the housing
> market and increased fees from all sides. This whole situation reminds me
> of the taxpayers' bailout of the banks only to a smaller scale. The water
> company made a bad deal and want us, the taxpayers to bail them out. I
> think they need to bail themselves out and take responsibility for the bad
> business decisions that they made with Del Web. I do not believe we should
> be charged one cent for their error. Even the amount we now pay for water
> today is outrageous in relationship to every other surrounding community and
> it needs to be appropriately adjusted downward to be competitive with them.
> In addition, the formulas the water company uses for incoming and outgoing
> water needs a thorough investigation. We are being ripped off to the max in

> all aspects by this company and you need to put a stop to it.

Shantel and Bryan Glick
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 4/22/2010

Opinion No. 2010 - 86516

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: /

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 86464

Date: 4/20/2010

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

Complaint By: **George Showen**

Account Name: George Showen

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR: g

State: AZ **Zip:** 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

April 15, 2010

George Showen
Dr.
Sun City, AZ 85351

Phone:
Email:

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

The water rate consolidation purposed by Arizona American Water is not fair for residents who live in districts such as Sun City that have the lowest cost in the processing and delivery of water to their homes. In fact this rate averaging would be detrimental to the well being of the residents of Sun City. Many of our Sun City residents are on fixed incomes and are not able to keep up with their medical and cost of living expenses as it is.

What is fair about averaging the Sun City water rate with districts that have a much higher cost in processing the water to their home? Take the example given by Arizona American Water, a monthly water bill in Sun City of \$16.73 and in Tubac a monthly bill of \$58.59. Average these two rates and that would increase the Sun City rate by \$20.93 per month. The only ones benefiting from this averaging would be Arizona American Water and the communities with the higher rates and at the expense of the residents of the communities with low rates!

Thank You.
End of Complaint

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 4/20/2010

Opinion No. 2010 - 86464

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

April 19, 2010

RE: ARIZONA AMERICAN WATER COMPANY

Dear Water Customer:

Your email 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.

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.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 4/19/2010

Opinion No. 2010 - 86411

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion **No.** 2010 **86484** **Date:** 4/20/2010

Complaint Description: 08H Consolidation - In Favor
N/A Not Applicable

Complaint By: **First:** Chuck **Last:** Wesslow

Account Name: Chuck Wesslow **Home:**
Street: n/a **Work:** (000) 000-0000
City: Fort Mohave **CBR:**
State: AZ **Zip:** 00000 **is:**

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: **Contact Phone**

Nature of Complaint:

Consumer is in favor of the rate consolidation.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 4/20/2010

Opinion No. 2010 - 86484
