

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



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EXCLUSIVE DIRECTOR

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ARIZONA CORPORATION COMMISSION

June 1, 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 8 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 JUN - 2 A 9: 38
AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission
DOCKETED

JUN - 2 2010

DOCKETED BY 

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz **Phone:** (6) **Fax:**

Priority: Respond Within Five Days

Opinion No. 2010 87166 **Date: 6/1/2010**

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

Complaint By: **First:** Joseph W. M. **Last:** Appleby

Account Name: Joseph W. M. Appleby **Home:** (000) 000-0000

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:

*****OPINION OPPOSED TO SUN CITY WATER - SEWER CONSOLIDATION*****

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

Customer is opposed to AAWC's request to consolidate rates for all districts. Customer does not feel Sun City residents should be responsible for the cost of repairing and/or improve other district's infrastructure.
End of Complaint

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: 6/1/2010

Opinion No. 2010 - 87166

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 87058 Date: 5/24/2010

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

First:

Last:

Complaint By: Bob Golembe

Account Name: Bob Golembe

Home:

Street: N/A

Work:

City: Anthem

CBR:

State: AZ **Zip:** 00000

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED - ANTHEM WATER - WASTEWATER DISTRICT:

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

From: Bob Golembe [mailto:
Sent: Saturday, May 22, 2010 9:12 AM
To: Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web; Mayes-WebEmail
Cc: Utilities Div - Mailbox; Jack Noblitt; Jenna Kollings; Judith Dworkin; Joni AAWC McGlothlin; Jodi Jerich;
Dan Pozefsky
Subject: Comment on Company Consolidation Public Meetings, Docket: W-01303A-09-0343

Dear Chairwoman Mayes and Commissioners,

At the current hearings, I heard that Arizona American Water ("company) has yet to visit the ratepayers of Paradise Valley and Sun City or Sun City West. In contrast, the company did visit Anthem on December 15, 2009; HOWEVER, the issue of "consolidation" per the order of Decision 71410 was a non-agenda item. By way of the following comment, it is my desire to set the record straight.

The residents of Anthem were informed that the purpose of the meeting was to provide an overview of the Anthem Water Campus and the company rate increase application. Upon entering the meeting room, a ballot from the company was handed to each attendee entitled: "Rate Consolidation Feedback." There were two choices on the ballot: "YES, I agree with Rate Consolidation or NO, I disagree with Rate Consolidation."

Afterwards, I asked and then emailed Ms. Joni J. McGlothlin, Arizona American Water, External Affairs Manager, if the company was willing to come back to Anthem after proper notification on the issue of consolidation. Her reply was (paraphrasing), we took the opportunity to include it in this meeting but would consider coming back.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Here are my salient thoughts:

The meeting was not in compliance with the order provided in Decision 71410; we were not properly notified. Any consolidation discussion mentioned at the meeting by Mr. Paul Townsley was superficial and no rate data impact statements were presented.

The ballot was meaningless because the only thing we heard from Mr. Paul Townsley was "Anthem may benefit" and lacked insufficient information to make an informed decision.

Anthem's initial "silence" on this issue is greatly due to the company's lack of educating this community. In my opinion, the company attempted to finesse this issue by "killing two birds with one stone" and was not in compliance with the order in Decision 71410.

Bob Golembe
Anthem, AZ
End of Complaint

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: 5/24/2010

Opinion No. 2010 - 87058

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87042 **Date: 5/21/2010**

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

Complaint By: **Valerie Downes**

Account Name: Valerie Downes & Joe Lusco

Home:

Street:

Work: (000) 000-0000

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:

5/21/10 REFERRED BY COMMISSIONER STUMP'S OFFICE.

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

The following contacted Commissioner Stump voicing their opposition to any rate increase or consolidation being proposed by Arizona-American Water Company:

A large rate increase combined with the consolidation would impose a large financial burden on them.

Valerie Downes & Joe Lusco

Sun City, AZ 85351

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 5/21/2010

Opinion No. 2010 - 87042

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87043

Date: 5/21/2010

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

Complaint By: **First:** **Judity** **Last:** **Littlefields**

Account Name: Judity Littlefields & Al Killingsworth

Home:

Street:

Work: (000) 000-0000

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:

5/21/10 REFERRED BY COMMISSIONER STUMP'S OFFICE.

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

The following contacted Commissioner Stump voicing their opposition to any rate increase or consolidation being proposed by Arizona-American Water Company:

A large rate increase combined with the consolidation would impose a large financial burden on them.

Judity Littlefields & Al Killinasworth

Sun City, AZ 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 5/21/2010

Opinion No. 2010 - 87043

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2010 87048

Date: 5/21/2010

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

Complaint By: **First:** Mable **Last:** Hansen

Account Name: Mable Hansen **Home:** ()

Street: **Work:**

City: Sun City **CBR:**

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

Utility Company: Arizona - American Water Company

Division:

Contact Name: **Contact Phone:**

Nature of Complaint:

*****DOCKET NUMBER W-0130A-09-0343, SW-01303A-09-0343*****

REFERENCE: Arizona - American Water Company - Sun City

May 14 2010

Arizona Corporation Commissioners
Consumer Service Section

Docket numbers W-01303A-09-0343 and SW-1303A-09-0343

Sun City Arizona

I am against the purposed high rate of Revenue increase on Water and Wastewater for Sun City Arizona. A reasonable rate increase is expected and acceptable.

Mable Hansen

(
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Noted and filed in Docket Control.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 5/21/2010

Opinion No. 2010 - 87048

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 87038

Date: 5/20/2010

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

First:

Last:

Complaint By: Norman

Thielking

Account Name: Norman Thielking

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:

Referred from Chairman Mayes' Office. DOCKET NO. W-01303A-09-0343 and SW-01303A-09-0343

SUN CITY OPPOSED TO RATES AND CONSOLIDATION

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 5/20/2010

Opinion No. 2010 - 87038

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: 520-2000

Fax: (

Priority: Respond Within Five Days

Opinion No. 2010 87037

Date: 5/20/2010

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

Complaint By: **First:** Joe **Last:** Buckstead

Account Name: **Home:** /

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:

Referred from Chairman Mayes' Office. DOCKET NO. W-01303A-09-0343 and SW-01303A-09-0343

SUN CITY OPPOSED TO RATES AND CONSOLIDATION

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

5/20

Called Mr. Buckstead and advised that his comments would be docketed and made part of the case.

End of Comments

Date Completed: 5/20/2010

Opinion No. 2010 - 87037

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: /

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 87029 Date: 5/20/2010

Complaint Description: 08A Rate Case Items - Opposed
08H Consolidation - In Favor

First:

Last:

Complaint By: Sherry L. Sass

Account Name: Sherry L. Sass

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Tubac

CBR: \

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****RECEIVED FROM EXECUTIVE DIRECTOR'S OFFICE*****

*****TUBAC WATER DIVISION*****

From: Sherry Sass [mailto:
Sent: Sunday, May 16, 2010 1:50 PM
To: Shaylin A. Bernal
Cc: Marshall Magruder
Subject: Docket #W-01303-09-0343

To the ACC:

I would like to file a public comment re Docket# W-01303-09-0343.

On behalf of Friends of the Santa Cruz River, a volunteer community group dedicated to protecting our river in the upper watershed, I request that you support rate consolidation for Arizona-American Water Company. This consolidation should also include a tiered rate structure that rewards water conservation and minimal uses with the least cost, while discouraging overuse through higher fees for higher uses.

It is clear that financial incentives to save water work. To align the interests of all water users with those of the public good, it only makes sense to charge more to users of the most water. For every category of use (residential, commercial, industrial) there are conservation opportunities that have not been realized. A tiered structure that would group lowest-cost minimal rates together and highest-cost maximum rates together would send a clear signal to users, who could then adjust their behavior to take advantage of any water conservation means available to them. They would see the difference on their water bills, which would be ample incentive to continue to learn how to use water most efficiently and effectively. In this way, you could help Arizona manage its limited water supplies so that we all have enough in the future.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you for the opportunity to comment on this matter.

Sincerely,

Sherry L. Sass
President, Friends of the Santa Cruz River
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in W-01303A-09-0343 and SW-01303A-09-0343. closed
End of Comments

Date Completed: 5/20/2010

Opinion No. 2010 - 87029
