

ORIGINAL

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



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ARIZONA CORPORATION COMMISSION

June 15, 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 42 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

JUN 15 2010

DOCKETED BY *[Signature]*

RECEIVED
2010 JUN 15 P 3:32
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 6/15/2010

Opinion No. 2010 - 87432

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87431

Date: 6/15/2010

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

First:

Last:

Complaint By: Dennis

Dalfonso

Account Name: Dennis & Marilyn Dalfonso

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ **Zip:** 85086

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

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

Anthem Water District

From:

Sent: Thursday, June 10, 2010 3:53 PM

To: Utilities Div - Mailbox

Subject: Water Rate

We are for consolidating. Our water rates are high enough now. We already pay more than anyone I know in the Phoenix area. My God! "Pay More for water" I don't think so! Enough is enough!

Dennis & Marilyn Dalfonso

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record. Docketed.

End of Comments

Date Completed: 6/15/2010

Opinion No. 2010 - 87431

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 - 87430

Date: 6/15/2010

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

Complaint By: **First:** Dee **Last:** Lid

Account Name: Dee Lid

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ **Zip:** 85086

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

W-0103A-09-0343
SW-01303A-09-0343

Anthem Water District

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

From:
Sent: Thursday, June 10, 2010 1:39 PM
To: Utilities Div - Mailbox
Subject: Anthem Water Rate Hike

Please don't let this happen to Anthem residents. We knew nothing of this situation when we purchased our home. Now our retirement years are not looking so golden. Consolidation of water rates would spread the misery over a much larger population.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record. Docketed.
End of Comments

Date Completed: 6/15/2010

Opinion No. 2010 - 87430

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 - 87429

Date: 6/15/2010

Complaint Description: 08E Rate Cases Items - In Favor
08H Consolidation - In Favor

First:

Last:

Complaint By:

Linda

Kurth

Account Name:

Linda Kurth

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

Phoenix

CBR:

State:

AZ Zip: 85086

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

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

Anthem Water District

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

From: Linda Kurth [mailto:

Sent: Thursday, June 10, 2010 1:31 PM

To: Utilities Div - Mailbox

Subject: Anthem Water Rate Increase ~ Possible Consolidation

I am all for sharing the expense and I am in favor of a consolidation of across the state water rates.

Linda Kurth

Anthem, AZ 85086

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record. Docketed.

End of Comments

Date Completed: 6/15/2010

Opinion No. 2010 - 87429

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you for the openness in your work that allows citizens to be heard.

Bob
Robert C. Andringa

Anthem, AZ 85086

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record. Docketed.

End of Comments

Date Completed: 6/15/2010

Opinion No. 2010 - 87428

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87423

Date: 6/15/2010

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

First:

Last:

Complaint By: Katherine

B

Account Name: Katherine B

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ **Zip:** 85086

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

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

Anthem Water District

From
Sent: Thursday, June 10, 2010 1:07 PM
To: Utilities Div - Mailbox
Subject: Water Rates

It is my hope that the Corporation Commission takes what, to my mind is a sensible long term view that is fair and benefits the larger population. I notice that rates for this public resource vary widely from community to community. Each area is apparently its own little kingdom. In the long run consolidation spreads liabilities more fairly & evenly, decreases general overhead, perhaps increases procedural efficiency, and should generally produce more efficient results. I think it is time that the Arizona Corporation Commission considers entering the 21st century in the interest of its citizens. Thank you for your attention to this issue.

Katherine B.
Anthem
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/15/10 Comments noted for the record. Docketed.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 6/15/2010

Opinion No. 2010 - 87423

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

times, and we urge you to be both realistic and equitable before you levy heavier costs on us for water. Thank you for your consideration.

Sincerely, Thomas H. Kirk, Jr. Anthem, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 6/15/2010

Opinion No. 2010 - 87421

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87424

Date: 6/15/2010

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

First:

Last:

Complaint By: Laura

Finley

Account Name: Laura Finley

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ **Zip:** 85086

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

ANTHEM

From: Laura Finley
Sent: Friday, June 11, 2010 10:38 AM
To: Utilities Div - Mailbox
Subject: Docket: W-01303A-09-0343

Dear Sirs,

I am a resident of Anthem and a customer of Arizona American Water Company ("Arizona American"). I am concerned about the increase in water and wastewater rates being proposed by Arizona American in the current rate case. The Anthem Community Council has engaged counsel to represent the interests of the Anthem residents.

The increase proposed will not only pose a hardship for my family personally, but also a hardship for many of my neighbors and other members of our community. I respectfully urge you to take into consideration the needs of the members of this community when making your decision.

I am in favor of rate consolidation of all of the districts of Arizona American. Rate consolidation of all of the districts will have the effect of reducing rates for residents of Anthem.

Sincerely,

Laura Finley
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

Date Completed: 6/15/2010

Opinion No. 2010 - 87424

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: -----

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87425

Date: 6/15/2010

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

First:

Last:

Complaint By: Richard T.

Dolezal

Account Name: Richard T. Dolezal

Home: -----

Street: 4

Work:

City: Phoenix

CBR:

State: AZ **Zip:** 85086

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

ANTHEM

From:

Sent: Friday, June 11, 2010 7:28 AM

To: Utilities Div - Mailbox

Subject: Anthem water rates

It's like we have all lost our minds. Why should we even be considering the merits of this case when there are no merits? The premise, the foundation, the basis, the threshold, none of these is a fair starting point---which makes this hearing before an Administrative Law Judge absolutely surreal.

The people of Anthem will be unjustly treated if the ruling is in favor of the Water Company, no matter what the percentage of increase.

Why cannot the administrative legal system at hand simply step back, as if it were using a Google map and wanted a broader, more expansive view? From that global perspective, one would immediately see that the map of transactions below was flawed from the outset. Also, one would see that no where on that map is there a single Anthem resident with knowledge of any corporate transactions between Pulte and the water company, transactions which have now led to this hearing.

Where is the initiative to correct a fundamental wrong committed against the people of Anthem?

We should all be back at square one, not down the line actually giving credence to the legitimacy of a proposed rate increase.

Please do the right thing.

Richard T. Dolezal

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Anthem. AZ 85086

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

Date Completed: 6/15/2010

Opinion No. 2010 - 87425

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87401

Date: 6/14/2010

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

Complaint By: **First:** Arnold **Last:** Porter

Account Name: Arnold Porter

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ **Zip:** 85086

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

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

From: ARNIE PORTER
Sent: Thursday, June 10, 2010 11:08 AM
To: Utilities Div - Mailbox
Subject: Water rate consolidation

To Chairwomen Mayes:

I am writing to express my concerns with the approaches being considered by the ACC in regards to the water rate increase being requested for Anthem, Arizona.

I understand that one of the rate consolidations being considered is for all the areas serviced by American Water but excluding Sun City and Sun City West.

I would like to know why these two areas do not pay or are not expected to pay rates similar to ours. Do they also pay lower rates for electric and gas services?

It does not seem fair that a family oriented town such as Anthem where many families are struggling to stay in their homes should bear the burden of higher water costs in place of seniors who have fewer financial obligations in the first place.

I strongly support the consolidation of all water districts in the same way that other utility costs are spread across the state.

Regards,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Arnold Porter
Anthem Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/14/10 Comments noted for the record. Docketed.
End of Comments

Date Completed: 6/14/2010

Opinion No. 2010 - 87401

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

6/14/10 Comments entered for the record. Docketed.
End of Comments

Date Completed: 6/14/2010

Opinion No. 2010 - 87405

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87409

Date: 6/14/2010

Complaint Description: 08E Rate Cases Items - In Favor
08H Consolidation - In Favor

Complaint By: **First:** Jim **Last:** Stuecken

Account Name: Jim Stuecken

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

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:

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

Anthem Water District

From:
Sent: Thursday, June 10, 2010 12:22 PM
To: Utilities Div - Mailbox
Subject: Anthem Water Rates

I'm for consolidation. Don't destroy our housing values even farther with a preposterous water rate increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record. Docketed.
End of Comments

Date Completed: 6/14/2010

Opinion No. 2010 - 87409

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 87416

Date: 6/14/2010

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

First:

Last:

Complaint By: Charles and Alice Sue Wright

Account Name: Charles and Alice Sue Wright

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ **Zip:** 85086

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 *****

*** ANTHEM WATER DISTRICT ***

Customer sent the following -

From: Chuck Wright [mailto:c
Sent: Monday, June 14, 2010 9:22 AM
To: Utilities Div - Mailbox
Subject: Anthem Water Rates

6/14/2010

To: Corporate Commission

RE: Water Rate increases for Anthem via AZ American Water

To Whom it concerns:

We purchased a house in Anthem given the details of water rates as being in the range of \$50 to \$60 dollars per month. We specifically asked the question - having come from a state which is the source of the Colorado River. This led us to being vigilant about the importance of water in the dry climate of Arizona.

The realtor at Del Webb was specific in answering the question about not only water rates but the longevity of having water piped to the Anthem Development (99 year lease). There was no mention of Anthem Residents being required to pick up any expense of a long term purchase of water and sewer infrastructure.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

A company who purchased this utility (AZ American Water) has asked for exorbitant rate increases while trying to convince you the commission that it is justified and has merit based on a poor (very poor) business decision they made.

I am quite sure with the legal teams of both Pulte Homes and Arizona American Water that full disclosure was made as to how the loan for building the infrastructure was to be part of the overall cost.

Why do we, the people who own houses in Anthem, have to pick up the cost???

This is outrageous from any perspective of utility regulation. Arizona needs to have more structure to how utility rates are assessed and how they are administered. More importantly, the consolidation process needs to be reviewed for all water companies, if the state is to achieve equality on water distribution.

Please place a moratorium on all rate increase requests until the commission has a firm hold of utility utilization in Arizona.

Regards,

Charles and Alice Sue Wright

Chuck Wright

Anthem, AZ 85086

PH:

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 6/14/2010

Opinion No. 2010 - 87416

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 87408

Date: 6/14/2010

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

Complaint By: **First:** Robert **Last:** Loose

Account Name: Robert Loose

Home:

Street:

Work:

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:

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

REFERENCE: Arizona American Water Co., Inc.

5 June 2010

Arizona Corporation Commission

Consumer Services Section

Dear Sirs,

My name is Robert G. Loose and my address is

Utility Name: Arizona American Water Co., Inc.

Docket Numbers: W-01303A-09-0343 &
SW-01303A-09-0343

Re: RATE Consolidation & Increases

Please do not approve the consolidation and rate increases for Arizona American Water. We had a double digit rate increase 2 yrs ago and that's enough for now. I live on a fixed income and can not afford a major rate increase like they are proposing. A smaller increase might be ok but not a triple digit rate increase. Let Sun City be it's own water district. Just like it is now.

Thank you for your time and cooperation with this issue.

Respectfully

Robert Loose

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed in Docket Control

End of Comments

Date Completed: 6/14/2010

Opinion No. 2010 - 87408

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 87395 Date: 6/14/2010

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

Complaint By: **First:** Dennis and Joy **Last:** Brower

Account Name: Dennis and Joy Brower **Home:**

Street: **Work:**

City: Phoenix **CBR:**

State: AZ **Zip:** 85086 **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 *****

*** ANTHEM WATER DISTRICT ***

Customer sent the following -

From: joy brower [mailto:
Sent: Friday, June 11, 2010 8:42 PM
To: Utilities Div - Mailbox
Subject: american water rate increase

We purchased a home in the Anthem Country Club and were not made aware of the repayment of the water system that Pulte had built. It was our understanding that the water structure was included in the purchase of our home.

We are retired and living on a fixed income and our water bill has already increased from \$80 to over \$130 per month putting a financial burden on us.

An exorbitant rate increase will put an even more financial stress on our daily living. This is the case with many residents in Anthem.

Please consider these facts before allowing Arizona American Water further rate hikes.

Dennis and Joy Brower
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Customer comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 6/14/2010

Opinion No. 2010 - 87395

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax

Priority: Respond Within Five Days

Opinion

No. 2010 87396

Date: 6/14/2010

Complaint Description:

08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Doug

Goodman

Account Name:

Doug Goodman

Home:

Street:

Work:

City:

Phoenix

CBR:

State:

AZ

Zip: 85086

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 *****

*** ANTHEM WATER DISTRICT ***

Customer sent the following -

From: Doug Goodman [mailto:
Sent: Friday, June 11, 2010 6:59 PM
To: Utilities Div - Mailbox
Subject: Anthem Water Rate Case Comment

My wife and I retired and moved to Anthem after trying to do due diligence on costs here. We were lied to by Pulte Reps because we asked about water costs.

We cannot afford to pay over \$100 a month for water. We can't leave because of depressed values and are fearful that our home will be lost like others here. Please find a way to stop these unbelievable increases and prevent developers from continuing to hide the real costs of living here. Thank you for your consideration

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: 6/14/2010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2010 - 87396

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 87339

Date: 6/9/2010

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

Complaint By: **First:** Robert L **Last:** Webster

Account Name: Robert L Webster **Home**

Street: **Work:**

City: Phoenix **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

REFERRED FROM CHAIRMAN MAYES OFFICE:

From: Robert Webster [mailto:
Sent: Monday, June 07, 2010 8:03 PM
To: Stump-Web; Pierce-Web; Newman-Web; Kennedy-Web; Mayes-WebEmail
Subject: Subject: Anthem Water Rate Discussion

Dear Members of the Arizona Corporation Commission:

By now, I am sure you have heard every conceivable argument for and against the proposed water rate increase requested by Arizona American Water effecting the community of Anthem, Arizona.

May I add my point of view to the discussion?

Monopolies exist for many reasons and some were bad and some can be good. In the case of public utilities, monopolies exist because of the lack of competing companies' ability to have a rival water system in place to force competitors to keep their rates in line. I am thinking about the breakup of Ma Bell and the resulting benefits customers have had since then.

So we have here a case were a monopolistic company is trying recoup their capital investment on the backs of their customers. It couldn't happen in a competitive market. Maybe they think it is legally right, I think it is morally wrong.

And thus, it is my concern that you of the Commission will see your duty as our only protection against outrages rates as proposed by a monopolistic company and I also see it as you duty to consider only one thing and that is to protect us from unfair and outrages demands from American Water.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

It is my hope that you will disallow any increases and tell Arizona American Water that if they want to pay off their debt to Pulte, to look inward to their own stock holders or borrow the money from bonds or a bank. It is not morally right to expect us to pay for their mismanagement and bad contract negotiations. Please undertake your duty to protect us against this kind of abuse and vote against any rate increase or consolidation.

Thank you for coming to Anthem and hearing the voice of the concerned citizens who I believe you were elected to protect.

Sincerely,

Robert L Webster - Anthem, AZ - (770) 424-1111
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/9/2010 Email to Customer:

From: Guadalupe Ortiz
Sent: Wednesday, June 09, 2010 1:31 PM
To:
Subject: RE: Subject: ANTHEM Water Rate Discussion

Dear Robert Webster,

Your email dated June 7, 2010 in regard to the rate application filed by Arizona-American Water Company ("AAWC") sent to Chairman Mayes of the Arizona Corporation Commission ("Commission") has been received and assigned to me for further handling. An opinion has been filed on your behalf and will be docketed with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered in the AAWC rate case. Concerns raised by customers do assist the Commission within 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 both, 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. Should you have any questions relating to this matter, please feel free to call me directly at (770) 424-1111 or on our in-state toll free telephone number, (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

6/9/2010 Opinion docketed with Docket Control to be made part of the record. CLOSED
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 6/9/2010

Opinion No. 2010 - 87339

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2010 - 87280

Date: 6/7/2010

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

Complaint By: **First:** Allan R. **Last:** Sprague

Account Name: Allan R. Sprague

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

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

Re: Rate consolidation and increases.

My husband protest de planned consolidation of several water districts.

Both of us are 79 years old & our incomes deinatly are not increasing & recources are declining. In other words extra charges by De Arizona American Water Company, Inc. would definatly bring gardship to all in habitents of Sun City , AZ.

Sincerely

Allan Sprogue
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/07

Emailed to Phoenix to docket.

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

FILE CLOSED.

End of Comments

Date Completed: 6/7/2010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2010 - 87280

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez **Phone:** (602) 255-5555 **Fax:** (

Priority: Respond Within Five Days

Opinion **No.** 2010 - 87279 **Date:** 6/7/2010

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

Complaint By: **First:** Norma J. **Last:** Olson

Account Name: Norma J. Olson **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:

Docket Nos.

Re: AZ-Amer Water Co. & you, Conolidated *money mis spent project

Dear Sirs:

Arizona is broke. Uncle Sam is Broke. These official changes cost money - needlessly, a waste.
The "why" is unexplained-unless you do the whole state.
Sun City is not a City, a cherished Arizona Senior haven a Big Asset to AZ.

Regards,

NJ Olson
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/07
Emailed to Phoenix to docket.
Docket Nos. W-01303A-09-0343 & SW-01303A-09-0343

FILE CLOSED.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 6/7/2010

Opinion No. 2010 - 87279

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Utilities' Response:

Investigator's Comments and Disposition:

6/07

Emailed to Phoenix to docket.

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

FILE CLOSED.

End of Comments

Date Completed: 6/7/2010

Opinion No. 2010 - 87289

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Complaint No. 2010 87298

Date: 6/7/2010

Complaint Description: 07A Repair Issues - Delays
05D Quality of Service - Field/Premises Visit

First:

Last:

Complaint By: Leonard A. Henteleff, Sun City resi

Account Name: Leonard A. Henteleff, Sun City resident

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: (000) 000-0000

Nature of Complaint:

ALSO REFER TO ACC OPINION NO.2010 - 87299

EMAIL RECEIVED AND REFERRED FROM COMMISSIONER STUMP'S OFFICE:

OPINION OPPOSED TO SUN CITY WATER - SEWER RATE CONSOLIDATION

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

From: Kimberley Hawkins On Behalf Of Utilities Div - Mailbox
Sent: Monday, June 07, 2010 9:19 AM
To: Guadalupe Ortiz
Subject: FW: Sun City - American Water Company Concerns

From: [mailto:]
Sent: Friday, June 04, 2010 1:32 PM
To: Utilities Div - Mailbox
Cc: \
Subject: Sun City - American Water Company Concerns

04 Jun 2010

To: Arizona Corporation Commission

I am a current citizen of Sun City, Arizona and have lived in this area over 3 years. My home is under the condo association Con-Sig 350. Recently I attended a Corporation Commission meeting where we were informed of and discussing major issues we are experiencing with the American Water Company. This company's poor decisions have been costing our state precious water and the residents of this area, including myself, their

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

valuable limited income. We have persistently contacted this company regarding these issues and have received no help. As a citizen in your district we are looking to you to represent our needs in the following areas of concern:

1. American Water Company needs to repair the major water leak in our area immediately. Approximately, April 1st, a pipe broke in our neighborhood near N. Conestoga Dr and N. Concho Cir. As stated above we have contacted the company repeatedly and have been told the leak will be repaired. To date the only action they have taken is to place a red caution cone in the area. This is adversely effecting our water supply and monthly water costs.

2. We do not want you to pass the water service consolidation currently being proposed by American Water Company. As you are aware, American Water is looking to consolidate Sun City's water district with other outlying cities including Anthem and Tucson. This will increase our water rates approximately 400% and those funds will go to support other cities. Most Sun City residents are on a low, fixed incomes and cannot afford these kind of needless cost increases.

Based on the experiences we have had with this company so far, we feel that they are very unreliable and that this is another bad decision they are making. They have put us in jeopardy before by failing to disclose a health hazard in our water supply because of a water main failure. We were only alerted by the brown, contaminated water coming out of our faucets. I hope you will understand our concerns with this company and work with us to address the problems we are facing. I await your timely response.

Thank you,

Leonard A. Henteleff, Sun City resident

Sun City, AZ

cc: Bill McBride
HOA President, Con-Sig 350

Sun City, AZ

Andrew Dorich
Acting Water Master Con-Sig 350

Sun City, AZ

Bob Stump (City of Phoenix), Stump-web@azcc.gov

Debbie Lesko
1700 W. Washington St.
Phoenix, AZ 85007

AAWC:

DID CUSTOMER OR ANY OTHER RESIDENTS IN THIS AREA REPORT THE WATER LEAK MENTIONED ABOVE? IF SO, ON WHAT DATE(S)? AND, HOW DID AAWC RESPOND? WHAT ACTION DID AAWC TAKE TO REPAIR THE LEAK? IF NO ACTION HAS BEEN TAKEN, PLEASE PROVIDE THE COMMISSION A DETAILED EXPLANATION OF THE REASON FOR THE DELAY IN REPAIRING THE LEAK.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

6/7/2010 Email to AAWC and Commission:

From: [redacted] [mailto: [redacted]]
Sent: Monday, June 07, 2010 4:01 PM
To: Guadalupe Ortiz
Cc: I
Subject: Re: ACC Complaints: Henteleff, Sun City resident, Leonard A. - Complaint No. 87298

Mr. Henteleff,

We appreciate your contacting us and I have spoken with our Operations Supervisor who assured me that the leak is being repaired tomorrow. We were notified approximately 3 1/2 weeks ago regarding this leak, and this was on the schedule to be repaired this week already. We responded on 5/5 to a report of a leak, and determined what repairs would need to be done here. The repairs are done as soon as possible depending on what other repairs or emergencies we have. I have brought this to our Supervisor's attention today, and he told me this will be done as a priority tomorrow.

We do recognize your concern's regarding rate consolidation and how this could affect your community. I am sorry that this delay in repairs has caused you to feel this was not a priority, as we do take pride in providing the best possible service that we can. If you have any other needs that you feel need to be addressed, please feel free to contact me personally. I work with several HOA's and I have a good relationship with them, and they contact me when they have questions, or concern's. My direct phone number is below and I am here Monday thru Friday 8AM to 4 PM.

Best Regards,
Jeannie Franz
AZ- American Water
Operations Specialist
Phone
Fax

6/8/2010 Email from AAWC:

From: [redacted] [mailto: [redacted]]
Sent: Tuesday, June 08, 2010 10:33 AM
To: Guadalupe Ortiz
Cc: [redacted]
Subject: Re: ACC Complaints: Henteleff, Sun City resident, Leonard A. - Complaint No. 87298

Lupe,

The repairs will be completed this morning 6/8/10, and is being worked on currently. Our Supervisor Steve showed me a picture of the area and the leak was very minimal, and there was only a drip of water showing inside the meter box. There was no water gushing or overflowing onto a side walk resulting in any hazardous conditions as Mr. Henteleff was stating, nor was it a main break where lots of water was being wasted. The customers were not billed for any of the water as it was not flowing through the meter, it was before the meter on American Water's side of responsibility. Once Steve returns to the office I will send you a picture of the area where the cone was placed until the repairs were made. We did take action by going out the same day the leak was reported to us, to determine the urgency of the repairs. Please let me know if you have any further questions

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Regards,

Jeannie Franz
AZ- American Water
Operations Specialist
6' Phone
2 Fax

6/8/2010 Email from AAWC:

From: [redacted] n [mailto:[redacted].com]
Sent: Tuesday, June 08, 2010 10:08 AM
To: Guadalupe Ortiz
Cc:
Subject: Re: ACC Complaints: Henteleff, Sun City resident, Leonard A. - Complaint No. 87298

Lupe,

The addresses being these are condos are also located at the address of where the meter is located. The location of where the address needed to be pulled up is 19022 and not 19018 as there is no meter located here, nor is 19018 even an address in our system. I actually had to search all of 19000 Concho to find out where they were located as the address given was not even in our computer system. Many condo associations do not realize this as many bills are paid through a management company.

Jeannie Franz
AZ- American Water
Operations Specialist
45 Phone
2 Fax

6/8/2010 Email from AAWC:

From: J [redacted] com [mailto:[redacted]]
Sent: Tuesday, June 08, 2010 2:13 PM
To: Guadalupe Ortiz
Subject: Fw: 19022 W. Concho Cir.

Lupe,

Here is a picture of the small leak, that was being watched by our field operations crew below.

Thanks,

Jeannie Franz
AZ- American Water
Operations Specialist
15 Phone
Fax

ATTACHED - PHOTO OF LEAK
End of Response

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

6/7/2010 Emailed to AAWC.

6/7/2010 Email to Customer:

From: Guadalupe Ortiz
Sent: Monday, June 07, 2010 2:03 PM
To: '
Subject: RE: Sun City - American Water Company Concerns

RE: Arizona - American Water Company ("AAWC")

Dear Leonard A. Henteleff,

Your email dated June 4, 2010 in regard to Arizona - American Water Company ("AAWC") sent to Commissioner Stump of the Arizona Corporation Commission has been received and assigned to me for further handling. A complaint has been filed on your behalf and sent to the Executive office of AAWC for investigation and response.

Pursuant to the Arizona Administrative Code Rules, AAWC will be allowed five business days to provide an initial response of their investigation to the Commission. Once I receive further information related to this matter I will provide you with an update.

If you have any questions or concerns that require immediate attention, please feel free to call me on our in state toll free number at 1-800-222-7000 or directly at _____

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
Phone: _____
Fax: (602) _____
Email: _____

6/7/2010 Email to AAWC:

From: Guadalupe Ortiz
Sent: Monday, June 07, 2010 4:07 PM
To: _____
Subject: RE: ACC Complaints: Henteleff, Sun City resident, Leonard A. - Complaint No. 87298

Jeannie,

Thank You for including the Commission in your response to the customer. I will await a response to all questions posed with the Complaint issued to AAWC.

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities Division
Phone: (602)
Fax: (602) 5
Email:

6/8/2010 Email to AAWC:

From: Guadalupe Ortiz
Sent: Tuesday, June 08, 2010 3:27 PM
To: '
Subject: RE: 19022 W. Concho Cir.

Jeannie

Please provide status of AAWC repairs to the leak, are the repairs complete? If so, please indicate what repairs were performed?

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
Phone: (
Fax: (
Email:

6/8/2010 Email to AAWC:

From: mailto: m]
Sent: Tuesday, June 08, 2010 3:57 PM
To: Guadalupe Ortiz
Cc:
Subject: RE: 19022 W. Concho Cir.

Lupe,

Repairs are complete now, and we will be going out tomorrow to wash the streets and replace the landscaping. We replaced the saddle, Corp, and entire copper service.

Regards,
Jeannie Franz
AZ- American Water
Operations Specialist
45 Phone

6/10/2010 Email from AAWC:

From: Guadalupe Ortiz
Sent: Thursday, June 10, 2010 10:33 AM
To: '
Subject: FW: Sun City - American Water Company Concerns

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

June 10, 2010

RE: Arizona-American Water Company
Docket No. W-01303A-09-0343
SW-01303A-09-0343

Dear Mr. Henteleff,

As previously stated in my June 7th email to you in regard to Arizona-American Water Company ("AAWC") sent to Commissioner Stump, a complaint was filed on your behalf and sent to the Executive office of AAWC for investigation and response.

On June 7th at approximately 4:01 PM, AAWC sent you an email in response to your complaint. On June 8th, AAWC informed the Commission that the repairs were completed, please see below:

EMAIL FROM AAWC:

From:
Sent: Tuesday, June 08, 2010 3:57 PM
To: Guadalupe Ortiz
Cc:
Subject: RE: 19022 W. Concho Cir.

Lupe,

Repairs are complete now, and we will be going out tomorrow to wash the streets and replace the landscaping. We replaced the saddle, Corp, and entire copper service.

Regards,

Jeannie Franz
AZ- American Water
Operations Specialist
45 Phone
32 Fax
jeannie.franz@azwater.com

If you have any further questions or concerns related to this matter, please feel free to call me directly at 602-

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
Phone: (602) 974-1111
Fax: (602) 974-1111
Email: guadalupe.ortiz@azwater.com
CLOSED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

6/10/10 Docketed a copy of Complaint with the Docket Control Center of the Commission to be made part of the record. Also, provided a copy of the closed complaint to Commissioner Stump's office.

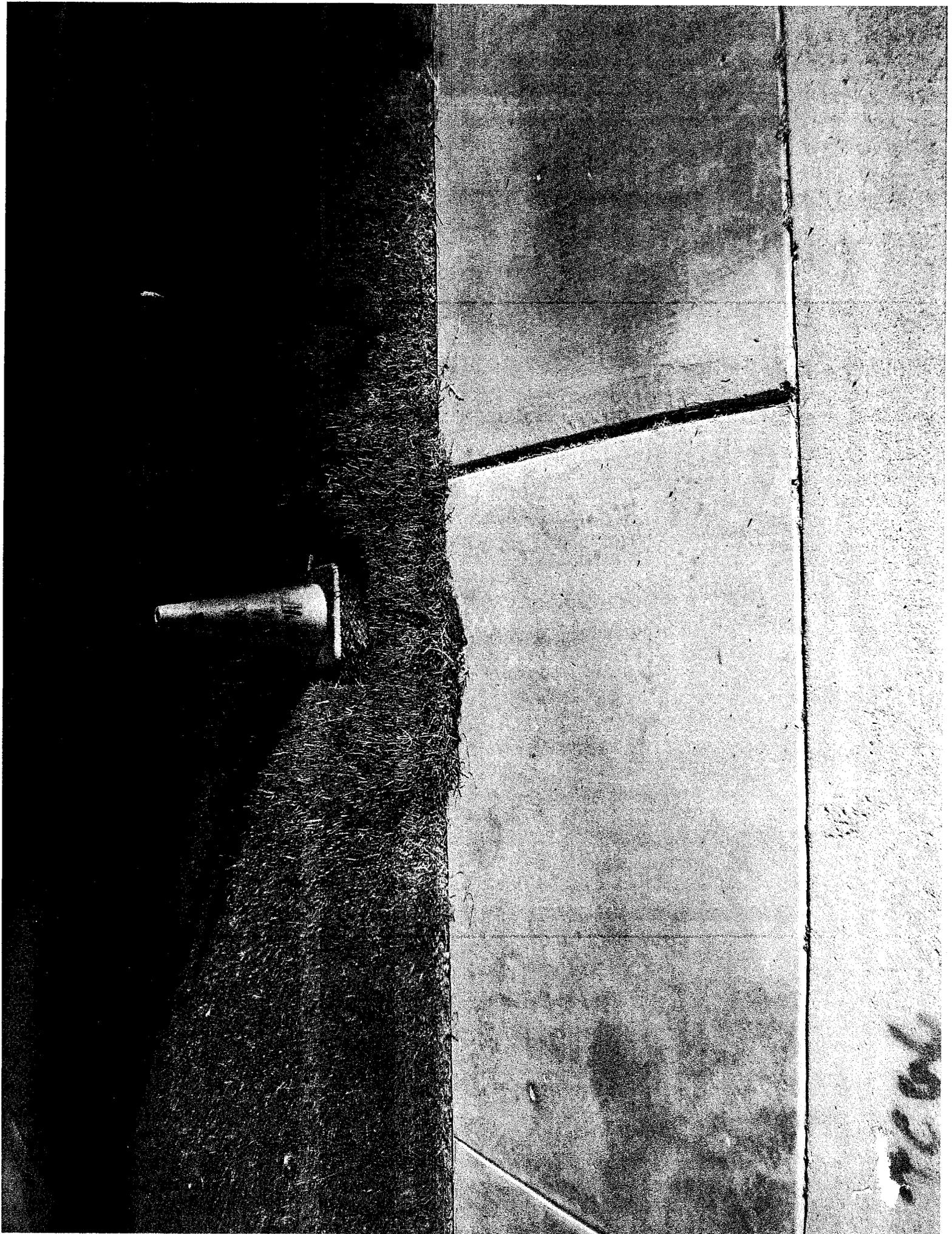
End of Comments

Date Completed: 6/10/2010

Complaint No. 2010 - 87298

Substantiated

Notes: Delay in repair of a leak reported to AAWC.



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 87317

Date: 6/8/2010

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

First:

Last:

Complaint By: John A. and Agnes Ciula

Account Name: John A. and Agnes Ciula

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-013030A-09-0343 *****

Customer sent the following -

6/7/10

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

Utility Arizona American Water
Docket #'s W-01303A-09-0343, SW-01303A-09-0343

Re: Rate Consolidation and increase

We are writing to input our views regarding the Arizona Water Company's idea/request to lump Sun City with other cities for repairs, upgrades. The company services most cities in Arizona and most likely will want to add other cities to the "umbrella". Anthem, Tubac, and Paradise Valley was mentioned in a letter written in the Daily Sun News. It would be an expensive situation for us and does not make sense to pay someone else's bills. If one utility company is granted that idea will the others want the same?

Why should anyone share some one else's life expenses unless they are related. We do not need other cities expenses added to ours.

We strongly object to the proposed merger.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

John and Agnes Ciula
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 6/8/2010

Opinion No. 2010 - 87317

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 87318

Date: 6/8/2010

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

First:

Last:

Complaint By: John and Martha Holmberg

Account Name: John and Martha Holmberg

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-013030A-09-0343 *****

Customer sent the following -

June 7, 2010

Arizona Corporation Commission,

Please vote down the proposed Arizona American Water Co. consolidation of Anthem and Sun City.

Sun City did not consolidate with anyone when it was developed. Sun City West developed on its own.

Thank you for your consideration.

John and Martha Holmberg

Sun City, AZ 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Date Completed: 6/8/2010

Opinion No. 2010 - 87318

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion **No.** 2010 87299 **Date:** 6/7/2010

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

Complaint By: **First:** Leonard A. **Last:** Henteleff, Sun City resi

Account Name: Leonard A. Henteleff, Sun City resident **Home:** (000) 000-0000

Street: **Work:**

City: Sun City **CBR:** \

State: AZ **Zip:** **is:** E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: **Contact Phone:**

Nature of Complaint:

****ALSO REFER TO ACC COMPLAINT NO. 2010 - 87298****

EMAIL RECEIVED AND REFERRED FROM COMMISSIONER STUMP'S OFFICE:

OPINION OPPOSED TO SUN CITY WATER - SEWER RATE CONSOLIDATION

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

From: Kimberley Hawkins On Behalf Of Utilities Div - Mailbox
Sent: Monday, June 07, 2010 9:19 AM
To: Guadalupe Ortiz
Subject: FW: Sun City - American Water Company Concerns

From: mailto:\
Sent: Friday, June 04, 2010 1:32 PM
To: Utilities Div - Mailbox
Cc:
Subject: Sun City - American Water Company Concerns

04 Jun 2010

To: Arizona Corporation Commission

I am a current citizen of Sun City, Arizona and have lived in this area over 3 years. My home is under the condo association Con-Sig 350. Recently I attended a Corporation Commission meeting where we were informed of and discussing major issues we are experiencing with the American Water Company. This company's poor decisions have been costing our state precious water and the residents of this area, including myself, their

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

valuable limited income. We have persistently contacted this company regarding these issues and have received no help. As a citizen in your district we are looking to you to represent our needs in the following areas of concern:

1. American Water Company needs to repair the major water leak in our area immediately. Approximately, April 1st, a pipe broke in our neighborhood near N. Conestoga Dr and N. Concho Cir. As stated above we have contacted the company repeatedly and have been told the leak will be repaired. To date the only action they have taken is to place a red caution cone in the area. This is adversely effecting our water supply and monthly water costs.

2. We do not want you to pass the water service consolidation currently being proposed by American Water Company. As you are aware, American Water is looking to consolidate Sun City's water district with other outlying cities including Anthem and Tucson. This will increase our water rates approximately 400% and those funds will go to support other cities. Most Sun City residents are on a low, fixed incomes and cannot afford these kind of needless cost increases.

Based on the experiences we have had with this company so far, we feel that they are very unreliable and that this is another bad decision they are making. They have put us in jeopardy before by failing to disclose a health hazard in our water supply because of a water main failure. We were only alerted by the brown, contaminated water coming out of our faucets. I hope you will understand our concerns with this company and work with us to address the problems we are facing. I await your timely response.

Thank you,

Leonard A. Henteleff, Sun City resident

Sun City, AZ

cc: Bill McBride
HOA President. Con-Sig 350

Sun City, AZ

Andrew Dorich
Acting Water Master Con-Sig 350

Sun City, AZ

Bob Stump (StumpCampaign@gmail.com, Stump-web@azcc.gov)

Peoria, AZ

Debbie Lesko (DLesko@azleg.gov)
1700 W. Washington St.
Phoenix, AZ 85007
End of Complaint

Utilities' Response:

n/a

End of 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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 6/7/2010

Opinion No. 2010 - 87299

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87300

Date: 6/7/2010

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

First:

Last:

Complaint By: Jimmy & Rosalba Quijana

Account Name: Jimmy & Rosalba Quijana

Home: (000) 000-0000

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

As a resident of Sun City, Arizona I object to the water district consolidation with other water and wastewater districts. I also object to such large rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 6/7/2010

Opinion No. 2010 - 87300

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez **Phone:** **Fax:**

Priority: Respond Within Five Days

Opinion **No.** 2010 - 87284 **Date:** 6/7/2010

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

Complaint By: **First:** **Last:**
Donald R. & Carol E. Pederson

Account Name: Donald R. & Carol E. Pederson **Home:** (000) 000-0000

Street: **Work:**

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:

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

RE: Rate Consolidation and Increases

TO WHOM IT MAY CONCERN:

We wish to express our adamant position against consolidation Anthem and Tubac water with Sun City's .

We are on a fixed income, the recession is hard enough and we do not feel adding these communities with our water would be beneficial or prudent for Sun City. Other communities are closer to them - Flagstaff, Cave Creek, Blank Canyon City, Scottsdale, and even Phoenix.

Sincerely,

Donald R. Pederson
Carol E. Pederson

Sun City, AZ 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

6/07

Emailed to Phoenix to docket.

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

FILE CLOSED.

End of Comments

Date Completed: 6/7/2010

Opinion No. 2010 - 87284

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 - 87290

Date: 6/7/2010

Complaint Description:

08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Gus

George

Account Name:

Gus & Pat George

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:

Karl Wilkins

Contact Phone:

Nature of Complaint:

Docket # W-01303A-09-0343 & SW-01303A-09-0343

June 2, 10

Arizona Corp Commission
Consumer Services Section

Commissioners,

I was one of over 1500 residents of Sun City that attended the meeting at Sun Dial Rec on May 17.

Some of us did not present that I am sorry you came to listen and did not always receive the respect you deserve. Having said that I want to reinforce our plea and ask you listen to us, we cannot afford such a load. Consolidation has become something we can't afford nor want.

Thank you for your time and your service to all of us.

Sincerely
Gus & Pat George

Sun City, AZ 85351
Email:

Information you need:
Arizona American Water Co., Inc
Docket # W-01303A-09-0343 & SW-01303A-09-0343
Regarding: Consolidation & Rate Increase
End of Complaint

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Utilities' Response:

Investigator's Comments and Disposition:

6/7/10 Comments entered for the record and docketed. CLOSED.
End of Comments

Date Completed: 6/7/2010

Opinion No. 2010 - 87290

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez **Phone:** **Fax:**

Priority: Respond Within Five Days

Opinion No. 2010 - 87277 **Date:** 6/4/2010

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

Complaint By: **First:** Larry D. & Marian J. **Last:** Remington

Account Name: Larry D. & Marian J. Remington **Home:**

Street: **Work:**

City: Sun City **CBR:**

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

Re: rate consolidation & increase proposals

We are opposed to the consolidation of Sun City with other water & wastewater districts, and we are opposed to the excessive rate increases.

Larry & Marian Remington
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/08
Emailed to Phoenix to docket.
Docket Nos. W-01303A-09-0343 & SW-01303A-09-0343

FILE CLOSED.
End of Comments

Date Completed: 6/4/2010

Opinion No. 2010 - 87277

WI-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 **87246** **Date:** 6/3/2010

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

Complaint By: **First:** Ronald **Last:** Mahoney

Account Name: Ronald Mahoney **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:

DOCKET NO'S. W-01303A-09-0343, SW-01303A-09-0343*

REFERENCE: Arizona - American Water Company - Sun City

5-28-10

My husband Ronald, and I, Marilyn are against the water district consolidation. Being on a fix income, it is unfair to lump Sun City with other communities that have nothing in common.

We moved to Sun City for it being a Senior citizen community.

We just got a double rate increase two years ago.

Enough is Enough!

Mr & Mrs. Ronald Mahoney

Sun city, AZ. 85351

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Noted for the record and filed in Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 6/3/2010

Opinion No. 2010 - 87246

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion **No.** 2010 87245 **Date:** 6/3/2010

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

Complaint By: **First:** Donald C. **Last:** Kauffold

Account Name: Donald C. Kauffold **Home:** (000) 000-0000

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

City: Sun City **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

May 31, 2010

To: Arizona Corporation Commission
Re: Water Consolidation and all water matter

Gentlemen

- 1. I enclose SC Independent article dated 5/26/10.
- 2. I agree that the water companies should not be allowed to consolidate water businesses. They only want to do this so they can increase the bottom line and take larger salaries & profits over the long run. Also rate increases should be minimal.

If any consolidation is to be done, it should be that Maricopa County takes over all water problems and owes the water systems completely in Maricopa county and the blood suckers are kicked out. That way all people would be treated fairly and probably less expensive.

I'm from Kalamazoo Mich, thru 1995 and their system is one you should check. It has been in effect during the 45 years I lived there and was wonderful.

The only reason the present water business are in effect is for profit & lots of it. Can't we correct this?

Sincerely
Donald Kauffold
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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: 6/3/2010

Opinion No. 2010 - 87245

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion **No.** 2010 **87244** **Date:** 6/3/2010

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

Complaint By: **First:** **Last:**
Rosella **Levenson**

Account Name: Rosella Levenson

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:

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

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

Utility Name: Arizona-American Water Company, Inc.

May 25, 2010

Sirs,

A hard choice to choose between food, water or medications. Please say no to Arizona American Water Company and its rate consolidations and increases.

Thank you

Rosella Levenson

Sun Citv. Az. 5351

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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: 6/3/2010

Opinion No. 2010 - 87244

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 87193

Date: 6/2/2010

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

First:

Last:

Complaint By: Charles

Buck

Account Name: Charles Buck

Home

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

6/1 DOCKET NO. W-01303A-09-0343 and SW-01303A-09-0343

*****SUN CITY*****OPPOSED RATES AND CONSOLIDATION

Customer is opposed to rate increase and consolidation of systems.
He feels he and others in the community can not afford these increases, as Medicare benefits have decreased and he is very upset that the ACC rubber stamps these approvals for increases in rates. He feels there is not reason to raise rates by 130%.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 6/2/2010

Opinion No. 2010 - 87193

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 87199

Date: 6/2/2010

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

First:

Last:

Complaint By: Laura

Bender

Account Name:

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

6/2 DOCKET NO W-01303A-09-0343 and SW 01303A-09-0343

Caller is OPPOSED to the RATES and CONSOLIDATION SUN CITY
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 6/2/2010

Opinion No. 2010 - 87199

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Besides we have been structured to save water and we do not waste water here! WHY do we have to pay for other people's extravagances?!

Please make this NOT Happen.

Thank you

Sincerely,

Eileen Blackler

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 6/2/2010

Opinion No. 2010 - 87203

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 87202 Date: 6/2/2010

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

Complaint By: **Byron Smith**
First: Byron **Last:** Smith

Account Name: Byron Smith **Home:**

Street: **Work:**

City: Sun City **CBR:**

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

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phon**

Nature of Complaint:

6/1 DOCKET NO. W-01303A-09-0343 and SW-01303A-09-0343

*****OPPOSED*****RATES and CONSOLIDATION *****SUN CITY *****

Mr Byron C. Smith

Sun City, AZ 85373-1434

May 28, 2010

Re: Sun City Water & Wastewater Rate Consolidation, Bundling & Rate Increase

My specific reason for writing pertains to my concern for large rate increases facing Sun City. It is of real concern also to be bundled with the city of Anthem. The fiscal ability of Sun City residents is very different from that of Anthem residents. Therefore, I want to request that serious consideration be given as rate increases are established for Sun City.

I realize the huge decisions that must be made. Therefore my serious request is that factors the exist regarding financial abilities of various communities be carefully observed as sales are finalized.

I'll appreciate your consideration.

Thank You
Byron C. Smith

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

My Phone No:

My address:

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 6/2/2010

Opinion No. 2010 - 87202

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87191

Date: 6/2/2010

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

First:

Last:

Complaint By: Mary Esther

Stahl

Account Name: Mary Esther Stahl

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

Consumer against rate increase, drinks bottled water and irrigates fruit trees that she donates to the food banks.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed.
End of Comments

Date Completed: 6/2/2010

Opinion No. 2010 - 87191

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

We have no swimming pools, large or small.

We do have lots of medical bills. Pay for lots of medications we need just to keep going. Buy eyeglasses when necessary. We also need to have proper meals, a cool house in the heat of summer. WE CANNOT AFFORD TO CONSOLIDATE AND PAY THE BILLS FOR OTHER CITIES.

We also vote in every election! Please don't do this thing to us. We can't afford to move. We're both in very poor health.

Sharing is one thing- nice if anyone has anything to share.

Being forced to -ay someone elses bills smacks of Communism.

Is that what we want for America?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 6/1/2010

Opinion No. 2010 - 87187

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone

Fax

Priority: Respond Within Five Days

Opinion No. 2010 87186

Date: 6/1/2010

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

First:

Last:

Complaint By: Lois

Wantland

Account Name: Lois Wantland

Home

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED CONSOLIDATON AND RATE INCREASE ***** SUN CITY *****

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

May 27, 2010

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

Re: Arizona-American Water Co. W-01 303A-09-0343 SW-OI 303A-09-0343

Rate consolidation and increases

Gentlemen:

As I was unable to attend the May 17th meeting held in Sun City regarding the above stated consolidation, I want to express my strong opposition to this proposed plan.

I have resided in Sun City for nineteen years. Sun City is a community that can no longer expand and is populated mainly by elderly retired folks. Most live on a fixed income. This year Social Security provided no increases, and the cost of Medicare increased. Personally, my small negotiated pension increase was postponed due to the poor economy and loss of invested funds by my retirement association. I am a widow and retired teacher from the largest school district in the state of Colorado.

This proposed plan of "sharing" the costs with other water districts who are very unlike this community will place an unfair burden on Sun City residents. A 27.7% rate increase on water and a 40.8% increase for wastewater seems excessive, especially when you consider AZAMWC just hiked our bills two years ago. Since they claim consolidation will improve communication with customers about rate increases, they must be considering future increases already. Obviously, this present economy has had no effect on the planners of this consolidation.

Please consider these facts.

Sincerely,

Lois K. Wantland

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

1001 FORTUNE LANE
Sun City, AZ 85272

1001 FORTUNE LANE
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed: 6/1/2010

Opinion No. 2010 - 87186

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 87189

Date: 6/1/2010

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

First:

Last:

Complaint By:

Elsi

Nickolai

Account Name:

Elsi Nickolai

Home:

Street:

Work:

City:

Sun City

CBR:

State:

AZ Zip: 85373

is:

Utility Company: Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED CONSOLIDATON AND RATE INCREASE ***** SUN CITY *****

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

May 29, 2010

Arizona Corporation Commission

Consumer Services Section

1200 W. Washington St.

Phoenix, AZ 85007

Re: Arizona-American Water Co., Inc.

#W-0 1303A-09-0343 & SW-01303A-09-0343

Rate Consolidation and increases

To Whom It May Concern:

NO, NO, NO to consolidation of the above water district with other water districts. I live in Sun City and am living on Social Security. I cannot afford such a rate increase.

I am also against such large rate increases. I would approve one small rate increase in either water or waste but not both and not as large as they are asking for.

Sincerely,

Elsie L. Nicolai

Sun City, AZ 85351

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 6/1/2010

Opinion No. 2010 - 87189

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 87183

Date: 6/1/2010

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

First:

Last:

Complaint By: Bert

Neiman

Account Name: Bert Nieman

Hom

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85373

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

6/1 OPPOSED RATES AND CONSOLIDATION SUN CITY

Docket No. W-01303A-09-0343 and SW-01303S-09-0343

Bert Nieman

SUN CITY AZ 85373

May 26, 2010

Arizona Corporation Commission

Consumer Services Section

1200 W. Washington St

Phoenix, AZ 85007

Subject: My comments on the reference below

Reference: Arizona-American Water Company, Inc.; Docket Numbers: W-01303A-09-0343 and SW-01303A-09-0343; Re: Rate consolidation and increases.

Gentlepersons:

Since when does it make any sense for any authority figure to consider the referenced rate consolidation and rate increases that are requested by Arizona-American Water Company, Inc. at the expense of customers of said corporation that have no beneficial involvement in the request? This is nothing more than a brazen attempt on the part of the water company to introduce Socialism/Marxism into its business activities by securing government to coerce a financial commitment from its other customers to improve its cash-flow management failures. Furthermore, it also has a taste of Chicago gangland politics and manipulation.

If the residents of Sun City wanted to live in Anthem or Tubac, that's where they would reside. That not being the case; we live here in Sun City on purpose and have no interest, responsibility/desire to make a coerced gift to our neighbors by edict and that's what being an American citizen is all about. We have the right to make individual choices and when a government agency considers the foolish arrogant request of a utility provider attempting to socialize its operation to the extent that it begs the government agency to succumb to a little bit of

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Marxism demonstrating its inability to operate within a free market..something needs to be done. Their request needs to be dismissed out of hand,

This is The United States, not the Socialist environs of Germany or European Union, the originating source of the corporate stockholders.

Respectfully yours,

Bert Nieman

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/1

Docketed

End of Comments

Date Completed: 6/1/2010

Opinion No. 2010 - 87183

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 6/1/2010

Opinion No. 2010 - 87184
