

COMMISSIONERS
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0000115536

Executive Director

ARIZONA CORPORATION COMMISSION

August 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 3 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
AUG 6 2010

DOCKETED BY	<i>[Signature]</i>
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RECEIVED
2010 AUG -6 P 2:51
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

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 - 88389 Date: 8/3/2010

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

Complaint By: First: Carmen L. Last: Markey

Account Name: Carmen L. Markey Home: (000) 000-0000

Street: Work:

City: Phoenix CBR:

State: AZ Zip: is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Contact Phone: (

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

As a resident of Anthem for 6 years, I am in favor of some type of consolidation for relief from the proposed water rate increases from AZ American Water. As a 72 year old widow now paying ridiculous water rates, I cannot afford another increase. My home is equipped with a 1" meter, which costs me increased rates compared to the 3/4" meter. There is no reason I should be charged more for this meter. There are only 2 adults living in this home, myself and my 38 year old daughter. My income is fixed and my last bill was \$144.00 for one month. INCREDIBLE..... The water companies explanation is ridiculous. I use the same amount of water as for a 3/4" meter. One gallon is one gallon whether it comes from 1" or 3/4" meters. We here in Anthem have been having incredible water rate increases since I have been here. This proposed increase will put me over the top for my budget. I will seriously have to consider leaving Anthem, a community that I love. As a former Hicksville, LI, NY, resident for over 40 years, my water bills in the summer were, on average, \$30.00 per quarter. Please help us!!!!

Carmen L. Markey

Anthem, AZ 85086

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/03-
Emailed to the Phoenix office so this can be docketed.

FILE CLOSED.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/3/2010

Opinion No. 2010 - 88389

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 88386 Date: 8/3/2010

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

Complaint By: First: Charles and Joan Last: Anson

Account Name: Charles and Joan Anson 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 *****

Customer sent the following -

From: Charles & Joan Anson [mailto:
Sent: Thursday, July 29, 2010 4:11 PM
To: Utilities Div - Mailbox
Cc: jjerich@azruco.gov
Subject: Case Dockets No. W01303A-09-0343, SW01301A-09-343

Dear Chairwoman Mayes and Commissioners:

I attended the American Water (AAW) Companies' Town Hall meeting in Anthem, AZ on July 26, 2010 relative to Case Docket No. W01303A-09-0343 (Water) and Case Docket No. SW01301A-09-343 (Waste Water).

Handouts were passed out showing Median Bill Changes Through Rate Consolidation for:

for All Districts - Water & Sewer
without Sun City - Water & Sewer
without Sun City and Sun City West - Water & Sewer
for All Districts - Sewer - Flat Rate
My vote for Anthem's best proposed rates would be 100% consolidated for Water (-8.4%) and 100% consolidated Flat Rate for Sewer (-58.4%).

I am not pleased to have to pay a sewer fee for irrigation water that does not enter the sewer system, but rather goes into the ground. Hopefully you can discuss this matter and reach a solution by comparing how other States deal with irrigation water.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

The cost of the original installation of infrastructure that Pulte/Del Webb is now requesting that AAW repay is a sore spot for me. Buyers of Anthem homes were not made aware before they bought their homes that this infrastructure would be charged back to the residents by AAW in the future.

Please keep in mind the Real Estate situation in Anthem and the ability of it's residents to pay increased bills as you make your decision.

Thank you.

Sincerely,
Charles M. Anson

Anthem. AZ 85086

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: 8/3/2010

Opinion No. 2010 - 88386

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

88366

Date: 8/2/2010

Complaint Description:

08G Consolidation - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Lee

Hughett

Account Name:

Sablanca Condominium Assoc.

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:

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

*****OPPOSED*****SUN CITY*****CONSOLIDATION

July 27, 2010

Arizona Corporation Commission
Utilities Division
1200 W Washington Street
Phoenix, Arizona 85007

Subject: Water Rate Consolidation

On behalf of the Sablanca Consominium Association in Sun City, I am writing to express our grave concerns regarding the proposed consolidation of water and sewage districts.

Sun City, as you know, is a retirement community whose residents live on fixed incomes. According to fgures published in the newspaper recently, our Association costs for water and sewage would double.

The fact that Sun City reidents did not receive an increase in Social Security benefits this year, and will not next year, combined with the increase in health care costs would make your proposed consolidation a great burden on all of our residents.

I urge you to consider the needs of this aging population and continue to keep Sun City as a separate district for water and sewage service.

Sincerely,

Lee Hughett, Chairman
Sablanca Condominium Association

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sun City, AZ 85351

LH:dk

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed:

Opinion No. 2010 - 88366
