

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

ORIGINAL



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ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 88933

Date: 8/31/2010

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

Arizona Corporation Commission

DOCKETED

Complaint By: First: Theda Last: Irving

SEP 1 2010

Account Name: Theda Irving

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

DOCKETED BY

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

8/31 Docketed SUN CITY OPPOSED TO RATE INCREASE  
W-01303A-09-0343 SW 01303A-09-0343

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2010 SEP - 1 A 10:45

RECEIVED

Dailv News-Sun

SunCity,AZ 85351  
Gentlemen:

I, too, question the validity and honesty of the billings of the water company! I live alone, irrigate my four trees and shrubs twice a week. From September through January 2008 my water averaged \$41.20 – with the month of December shooting up to \$56.29!! I called and complained and was told 'probably a neighbor was using it!' Rediculous!! From April '09 through July '09, this average increased to \$53.62, with the month of July when! was away from home the ENTIRE MONTH my bill shot up to \$131.41! I again called to question how this could possibly be. "You must have a leak in your line! After! checked my water lines and found nothing wrong,; I was told it was accurate, and again told that 'perhaps a neighbor was using the water!' IMPOSSIBLE!!

This year, so far for the eight months,, there are no astronomical charges, they have averaged out at \$44.41 – VERY HIGH, since I still live alone, and water twice a week, and am out of town a lot – almost all of two summer months!! In as much as I am a Native Arizonian, I practice conservation of water. If! had a dozen children to waste water, I might be able to understand the high charges.

Perhaps the Corporation Commission is playing favoritism. Having lived here all my Life, I have NEVER had such large water bills. And since most of us in Sun City live on Social Security,we could sure benefit from smaller bills.

RECEIVED

Very truly yours,

Theda Irving

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

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SunCity,AZ 85351  
cc: Corporation Commission  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Called customer at \_\_\_\_\_ i. Verified that she wanted her comments noted in the rate case. She thanked me for the call and stated there was no need to contact the company regarding re reads of the meter. She wanted to be sure the Commission new that she and others like her in the community are struggling to make these increasing utility bill payments.  
\*End of Comments\*

**Date Completed: 8/31/2010**

**Opinion No. 2010 - 88933**

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