

**Arizona American Water**

**W-01303A-09-0343**

**SW-01303A-09-0343**

**IN OPPOSITION**

Monday, September 27, 2010 6:53 AM  
Pierce-Web



0000118394

**Antonio Gill**

**From:**  
**Sent:**  
**To:**

**ORIGINAL**

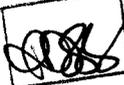
Dear Mr. Pierce,

I am a homeowner in Anthem and my fear of a massive water rate increase is two-fold. First, it directly affects me in my home by affecting my personal budget. But, second, there will be a ripple effect as businesses raise prices to compensate for increased costs of doing business. I can't imagine a business that won't be affected by huge water rate increases. Even though I don't own a business in Anthem, I don't want to see businesses here become non-competitive and fail.

Please help us to keep the water rates down, especially when they are already so high here in Anthem.

Respectfully,  
Jim Gaasedelen

Arizona Corporation Commission  
**DOCKETED**  
SEP 27 2010

DOCKETED BY 

RECEIVED  
2010 SEP 27 P 2:25  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

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**From:** Phil Abbinanti  
**Sent:** Sunday, September 26, 2010 8:32 AM  
**To:** Pierce-Web  
**Subject:** Proposed Water Rate Increase

Dear Commissioner,

We recently purchased a home in Anthem, Az. in anticipation of our retirement. Hopefully, we will make the move in January. We struggled in our selection because of the severe downturn of the economy and the greatly reduced value of our retirement account. Our first choice was Arizona as was our family before us. It was a difficult decision because of our finances but we figured our budget would support our purchase and the economy would improve.

The proposed water rate increase is extremely excessive. We are being told through our Association that our water bills could increase as much as 77%, let alone an increase to our Association Dues as well as retail cost increases. We simply can't afford anything near this rate of increase.

**Please don't vote your approval of this proposal. Consider the people of Anthem, AZ.**

Sincerely

**Mr. & Mrs. Phil Abbinanti**  
**Pending Resident of Anthem, AZ.**

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**From:** Peter Hatt  
**Sent:** Saturday, September 25, 2010 9:03 AM  
**To:** Pierce-Web  
**Subject:** Anthem Water

I know you've had an earful on this subject, but one more whisper can't hurt.

We've lived in Anthem for 10 years and with the exception of this continuing water issue, the experience has been favorable. As you reach your final decision on rate increases requested by Arizona American Water, let me leave you with five thoughts.

1. Like any other utility which serves as a monopoly, water rates have to be kept within reason and the rates requested by AZ Water are out of line by any comparative measurement.
2. A sea change in rates as proposed by Arizona-American will unfairly impact those residents living on fixed incomes. Anthem has a large number of retirees who have a limited ability to adjust to these kind of abrupt changes in their cost of living. And with housing prices where they are, these people have lost the option of moving to another community where utility costs are less of a burden.
3. Coming back on rate payers for the cost of plant ten years after construction, is unusual to say the least. Normally utilities finance their plant up-front through bond issues, giving rate payers thirty or more years to repay the costs. And why is it that the costs of the infrastructure were not paid for by the developer through land sales? Was the water company remiss in paying Pulte for the plant? Was Pulte less than honest with homebuyers? Just because a situation is what it is, does not justify bailing out two corporations who acted outside normal operating practices (Pulte and AA Water). They must accept the consequences of their poor business practices and the fallout of any sweetheart deals that may have taken place.
4. The cost proposed for reclaimed water delivery is preposterous. There is no market for this water outside the golf course (what would they do with the water if there was no golf course). The water was paid for once already by homeowners. Any rate increase for reclaimed water will be passed on to homeowners in the Country Club area, a double dip --- or double whammy for homeowners.
5. If, at the end of the day you decide you must bail out the water company's poor business decision-making, the only fair thing is to force the Company to spread the increases over their entire customer base. Without large numbers of customers being impacted by their bad decisions, they can continue to stumble along with individual communities bearing the brunt on their problems and no wide-spread awareness of their ineptness.

Thanks for taking time to read this. I don't normally get involved in letter writing, but this Company is so inept and insensitive to their customers that I felt compelled to respond.

Peter Hatt

Anthem AZ

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**From:** Timothy Dumbrell  
**Sent:** Monday, September 27, 2010 7:42 AM  
**To:** Pierce-Web  
**Subject:** Water

Dear concerned,

I'm a recent resident of Anthem, and as you know And as you know our water rates are sky high. I'd like to people to consider lowering our rates and giving us more in line with city of Phoenix, rather than gouging us because we are on County water. You might want to even consider getting a calculator out and calculating how much a 70% increase in YOUR water bill might influence your life. Please do not consider this water rate increase.

Sent from my Iphone

Thanks  
Tim Dumbrell

Sent from my Iphone

Thanks  
Tim Dumbrell

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**From:**  
**Sent:** Friday, September 24, 2010 9:55 AM  
**To:** Pierce-Web  
**Subject:** Anthem water rate

Mr. Pierce,

It seems that your commission has the final decision on the raising of water rates in Anthem, AZ. and you being an officer of the commission I must communicate with you. I am just Joe American with a problem here, and one not of my knowledgeable making. This water rate dilemma is one that should have surfaced when the area was being sold not after delivery and hidden on top of everything else. I am a retired teacher 30 years in Arizona public schools and pretty observant when it comes to contracts I enter. Pulte and Del Webb **never** even insinuated that a water problem of this magnitude would ever happen. If my wife and I had even the slightest idea that this could happen, most assuredly we would not have purchased in this area. I can't even imagine this insanity of \$200 plus water bills per month a possibility. Not at least on a 2500 square foot home. Shame on both of those money making schemers for not divulging information openly that would have distracted so many of us unfortunate buyers. Shame on any of you that might be a part of allowing this to occur.

Is the economy not devastating enough that many of us are losing our home equity at our age and even the entire homes. My wife and I have helped each of our kids to secure their homes and two of them have already been crushed by the economy and lost those homes. I don't know if this bothers any of you much because it's easy to say well the buyer should be prepared. Okay, I guess that's an easy way to say "Oh Well" crap happens, but not before we have one last word to say to you elected officials. We, the community of ordinary citizens, are getting fed up with those that ignore our pleas for help. All of you are in office because we allow you to be there, it's not some special privilege that you are there and ignore what's right in this world. You were placed in office because we allowed you to be there to protect the community from such inequities that are occurring here.

Other than these words of desperation we have no where to turn for understanding of this problem. I don't know about others in this neighborhood, but we are barely scrapping by to make the payments now. We have one of kids and family having to live with us now, because they have no where else to turn. I guess if you push it too high on a simple water bill you wonder how much it really hurts. Think of the extra food and health care that money means right now and maybe you can understand our frustration here. I want to know if deep down you have really investigated everything involved and can say with true conscience what your commission and the selling shysters have done to us in this community.

In closing, I guess that we can walk from our home and become another foreclosure statistic for the area, but it doesn't have to happen. I know you wouldn't want this to happen to you or anyone of your family. There must be other alternatives to this problem rather than a 77% increase.

Thank you for your time and consideration on this matter,

Mr. and Mrs. Harold Johnson

P.S. we will be looking for your name on next ballot --- one way or another.

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**From:**  
**Sent:** Thursday, September 23, 2010 5:03 PM  
**To:** Pierce-Web  
**Subject:** Anthem Water Rates

The proposed rate hikes for Anthem residents is extreme. This email is being sent to respectfully ask your immediate attention as to the impending water rate hike. Please listen to the consumers. Speaking as an elderly couple on a small income, a 77% rate hike would take away money we don't even have! Keeping a decent yard would be impossible although we have only desert plants and no grass. Water is a precious commodity. We do not take it for granted and do not overuse. Raising water rates at such a huge increase would force many out of their homes.

That does not help the economy in any way. One of the reasons we purchased a home in Anthem ten years ago was the reassurance that water supply and costs would not be a problem. We are relying on you to keep it that way.

Sincerely,  
Leland and Donna Sidwell