

ORIGINAL



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Executive Director



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

ARIZONA CORPORATION COMMISSION

November 29, 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 6 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

NOV 29 2010

DOCKETED BY

RECEIVED  
2010 NOV 29 P 3:31  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (€

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      91438      Date: 11/26/2010

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

Complaint By:      First:      Last:  
Dorothy T.      Williams

Account Name: Dorothy T. Williams

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:

Contact Phone:

Nature of Complaint:

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

FROM:  
Fairway 5 Condo Association

Sun City, Arizona 85351

RE: ARIZONA AMERICAN WATER COMPANY, INC.  
DOCKET NUMBER: W-01303A-09-0343 & SW-01303A-09-0343

Dear Commissioners Kristen Mayers, Gary Pierce, Sandra Kennedy, Paul Newman and Robert Stump.

We, all members of Fairway 5 Condos are adamantly opposed to your granting the Arizona American request for increases.

Please do not reward Arizona American for bad business decisions such as purchasing another Water which was known to have arsenic in it.

Their answer is to pass their bad business decisions on to people that did their due diligence and made good decisions.

We will be twice burdened by this increase as our individual rates go up, plus our dues to the Recreation Center of Sun City will go up, therefore hitting us twice.

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

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These owners demand that this be rejected. Signed by individual property owners.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket No. W-01303A-09-0343 and SW-01303A-09-0343. closed  
\*End of Comments\*

**Date Completed: 11/26/2010**

**Opinion No. 2010 - 91438**

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

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

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

**Priority:** Respond Within Five Days

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**Opinion**      **No.** 2010      91437      **Date:** 11/26/2010

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

**Complaint By:**      **First:**      **Last:**  
Dorothy      Halls

**Account Name:** Dorothy Halls      **Home:** (

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

**City:** Sun City      **CBR:**

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

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**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:**      **Contact Phone:**

**Nature of Complaint:**

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

FROM:  
Fairway 5 Condo Association  
Sun City, Arizona 85351

RE: ARIZONA AMERICAN WATER COMPANY, INC.  
DOCKET NUMBER: W-01303A-09-0343 & SW-01303A-09-0343

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

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These owners demand that this be rejected. Signed by individual property owners.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket No. W-01303A-09-0343 and SW-01303A-09-0343. closed  
\*End of Comments\*

**Date Completed: 11/26/2010**

**Opinion No. 2010 - 91437**

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

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Investigator: Carmen Madrid      Phone:      Fax:

Priority: Respond Within Five Days

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Opinion      No. 2010      91436      Date: 11/26/2010

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

Complaint By:      First:      Last:  
Richard D.      Elton

Account Name:      Richard D. Elton      Home:

Street:      #9802      Work: (000) 000-0000

City:      Sun City      CBR:

State:      AZ      Zip: 85351      is:

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Utility Company:      Arizona - American Water Company

Division:      Water

Contact Name:      Contact Phone:

**Nature of Complaint:**

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

FROM:  
Fairway 5 Condo Association

Sun City, Arizona 85351

RE: ARIZONA AMERICAN WATER COMPANY, INC.  
DOCKET NUMBER: W-01303A-09-0343 & SW-01303A-09-0343

Dear Commissioners Kristen Mayers, Gary Pierce, Sandra Kennedy, Paul Newman and Robert Stump.

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

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These owners demand that this be rejected. Signed by individual property owners.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket No. W-01303A-09-0343 and SW-01303A-09-0343. closed  
\*End of Comments\*

**Date Completed: 11/26/2010**

**Opinion No. 2010 - 91436**

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

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

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**Investigator:** Carmen Madrid

**Phone:**

**Fax:** (

**Priority:** Respond Within Five Days

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**Opinion No.** 2010 91435

**Date:** 11/26/2010

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

**Complaint By:** **Theda Vickers**

**Account Name:** Theda Vickers

**Home:**

**Street:**

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

**City:** Sun City

**CBR:**

**State:** AZ Zip: 85351

**is:**

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**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

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

FROM:  
Fairway 5 Condo Association

Sun City, Arizona 85351

RE: ARIZONA AMERICAN WATER COMPANY, INC.  
DOCKET NUMBER: W-01303A-09-0343 & SW-01303A-09-0343

Dear Commissioners Kristen Mayers, Gary Pierce, Sandra Kennedy, Paul Newman and Robert Stump.

We, all members of Fairway 5 Condos are adamantly opposed to your granting the Arizona American request for increases.

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

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These owners demand that this be rejected. Signed by individual property owners.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket No. W-01303A-09-0343 and SW-01303A-09-0343. closed  
\*End of Comments\*

**Date Completed: 11/26/2010**

**Opinion No. 2010 - 91435**

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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 91434 Date: 11/26/2010

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

Complaint By: First: Russell Last: Thompson

Account Name: Russell Thompson

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:

Contact Phone:

Nature of Complaint:

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

FROM:  
Fairway 5 Condo Association  
Sun City, Arizona 85351

RE: ARIZONA AMERICAN WATER COMPANY, INC.  
DOCKET NUMBER: W-01303A-09-0343 & SW-01303A-09-0343

Dear Commissioners Kristen Mayers, Gary Pierce, Sandra Kennedy, Paul Newman and Robert Stump.

We, all members of Fairway 5 Condos are adamantly opposed to your granting the Arizona American request for increases.

Please do not reward Arizona American for bad business decisions such as purchasing another Water which was known to have arsenic in it.

Their answer is to pass their bad business decisions on to people that did their due diligence and made good decisions.

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

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These owners demand that this be rejected. Signed by individual property owners.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket No. W-01303A-09-0343 and SW-01303A-09-0343. closed  
\*End of Comments\*

**Date Completed: 11/26/2010**

**Opinion No. 2010 - 91434**

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W-01303A-09-0343  
SN-01303A-09-0343

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez      Phon:      F:

Priority: Respond Within Five Days

Opinion      No. 2010 - 90746      Date: 11/2/2010

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

Complaint By:      First: Richard      Last: Tigges

Account Name: Richard Tigges      Home: (000) 000-0000

Street:      Work:

City: Anthem      CBF

State: AZ      Zip: 85086      is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:      Contact Phone: (000) 000-0000

Nature of Complaint:

\*\*\*\*\*Docket No. W-01303A-09-0343 and SW-01303A-09-0343\*\*\*\*\*  
REF: Arizona - American Water Company  
\*\*\*\*\*

: Richard Tigges [mailto:  
Sent: Monday, November 01, 2010 3:27 PM  
To: Utilities Div - Mailbox  
Subject: ANTHEM WATER RATES

Commissioners:

Anthem, Arizona water rates:

The below information comes directly from Arizona American Water's website: <http://www.amwater.com/azaw/> under "investor relations".

VOORHEES, N.J., Oct 29, 2010 (BUSINESS WIRE) -- American Water Works Company, Inc. (NYSE:AWK) announced today that its Board of Directors declared a quarterly cash dividend payment of \$0.22 per share. The regular quarterly cash dividend is payable on December 1, 2010 to all shareholders of record as of November 18, 2010.

"We are pleased to declare our tenth consecutive dividend for our investors," said Jeff Sterba, president and CEO of American Water. "This will be our second payment of \$0.22 per share since our Board increased the quarterly dividend payment by five percent this past July."

Their stock has increased from \$17.28 in May 2009, to \$23.88 in October 2010. That is an increase of \$6.60 per share or 38%.

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

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Arizona American Water has requested a rate increase "to give our investors a reasonable rate of return". The Arizona Constitution, article 15, section 3 states:

3. Power of commission as to classifications, rates and charges, rules, contracts, and accounts; local regulation Section 3. The corporation commission shall have full power to, and shall, prescribe just and reasonable classifications to be used and just and reasonable rates and charges to be made and collected, by public service corporations within the state for service rendered therein, and make reasonable rules, regulations, and orders, by which such corporations shall be governed in the transaction of business within the state, and may prescribe the forms of contracts and the systems of keeping accounts to be used by such corporations in transacting such business, and make and enforce reasonable rules, regulations, and orders for the convenience, comfort, and safety, and the preservation of the health, of the employees and patrons of such corporations; Provided, that incorporated cities and towns may be authorized by law to exercise supervision over public service corporations doing business therein, including the regulation of rates and charges to be made and collected by such corporations; Provided further, that classifications, rates, charges, rules, regulations, orders, and forms or systems prescribed or made by said corporation commission may from time to time be amended or repealed by such commission.

They just got a tremendous increase about two years ago. And now they want another increase that makes the past increase look small! Is that just and reasonable? In view of their profits, is any increase justified? I currently am getting .55% return on my cd's, and 0.1 % on Money Market investments! These are tough times. A reasonable rate of return at this time should be nearly zero!

You have the power to repeal rates, and that should be considered for the past rate granted to them for Anthem. We should not be paying for their infrastructure and their bad business decisions.

I sincerely hope you take the time to read this. I have sent emails to you on the past, and so far only commissioner Kennedy is the only one to acknowledge having received some of them.

Richard Tigges

Anthem, Arizona 85086

End of Complaint\*

**Utilities' Response:**

N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

Opinion noted and filed for the record in Docket Control

11/1/2010

November 1, 2010

RE: ARIZONA AMERICAN WATER COMPANY - Anthem

Dear Water Customer:

Your email regarding the Arizona American Water Co ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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The concerns raised in letters received from customers will assist the Commission in 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 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.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Jenny Gomez  
Public Utilities Consumer Analyst I  
Utilities Division  
\*End of Comments\*

Date Completed: 11/2/2010

Opinion No. 2010 - 90746

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