

**Arizona American Water**

**W-01303A-10-0448**

**ORIGINAL**



0000127349

**In Opposition**

**From:** Al and Carol Kehren [alcaroik@hotmail.com]  
**Sent:** Monday, July 04, 2011 11:09 PM  
**To:** Pierce-Web  
**Subject:** Arizona American Water Proposed Rate Increase

Mr Pierce,

As Chairman, I ask that you take steps to disallow any rate increase proposed by AZ American Water. Their requested 80% increase is ludicrous. No effectively run business would require such an increase. As consumers, we should not have to pay for a facility that was mistakenly built and which is operating at 11% capacity. We should not be responsible for bad business decisions.

Further, I hope the commission investigate the bonuses and benefits paid management and employees that were reported in the press paid by this so called cash strapped entity.

It would also be disappointing to see a significant increase be granted merely because it is much less than the ridiculous 80% amount sought.

Arizona Corporation Commission  
**DOCKETED**

**JUL - 5 2011**

DOCKETED BY 

**RECEIVED**

**2011 JUL - 5 A 10: 15**

**AZ CORP COMMISSION  
DOCKET CONTROL**

## Antonio Gill

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**From:** Michael Lay [mikelay@shaw.ca]  
**Sent:** Monday, July 04, 2011 5:30 PM  
**To:** Pierce-Web  
**Subject:** Arizona American Water Increase

To whom it may concern:

I'm a house owner in Sun City Grand and with this proposed increases in our water rates is outrageous. I'm with the other 800 people who voiced their opinion about the water increase and also with the Surprise City Council. Thank you for listening

Sincerely, Michael Lay

- > Surprise AZ (July 1, 2011) The Surprise City Council is expressing
- > strong concern over a rate hike case in which a private water company
- > seeks to increase rates by more than 80% to tens of thousands of
- > Surprise households and HOAs.
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- > Arizona American Water is asking the Arizona Corporation Commission,
- > which regulates utility rates, to approve the increase. According to a
- > city staff analysis requested by Council, 24,751 Arizona American
- > residential customers in Surprise would be affected by the rate hike
- > and the average bill would rise \$25.13 per month, or 82.89%.
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- > "This will also increase the irrigation costs subdivision HOAs pay for
- > maintenance of community parks and landscaped areas," said Public
- > Works Director Bob Beckley in his report to Council Thursday night.

# Arizona Corporation Commission Public Comment Form

1200 W Washington St - Phx, AZ 85007  
(602) 542-4251

### Step 1

This form should be used for public comments pertaining to a specific pending case only. Please be sure to reference the appropriate docket number so your comments are filed in the docket promptly. Please use this link for complaints, inquiries or general inquiries. <http://www.azcc.gov/Divisions/Utilities/forms/ComplaintForm.pdf>

### Step 2

**RESET FORM**

YOUR NAME <b>Tyrone Lechleitner</b>	DATE <b>07/03/2011</b>
ADDRESS	PHONE (HOME)
CITY, STATE, ZIP	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: <b>Agua Fria Water District Rate Increase</b>	DOCKET NUMBER <b>W-01303A-10-0448</b>
CASE OR UTILITY NAME <b>Arizona-American Water Company</b>	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
E-MAIL ADDRESS	

### Step 3

ENTER YOUR COMMENTS HERE:

Base on my average water usage, my bill could go up about \$26.57 per month. After fees and taxes added, my bill increase to more than \$30.00. Not only will the 82% effect my water bill, it will increase my association fee 82%. A 2010 article I read stated that Phoenix consumes the same amount of water now as it did 10 years ago dispite adding roughly 400,000 residents. Now I think there is less people and lots of empty homes not using water. People are conserving water. Yet, they are going to pay more. The cost of living is 3% and Arizona water wants 82%! I hope the water commision flatly turns Arizona water down.

## Antonio Gill

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**From:** Mick and Vicki McCarville [MMcCarville@mccarville.com]  
**Sent:** Sunday, July 03, 2011 2:43 PM  
**To:** Pierce-Web  
**Subject:** Water rate

Dear Mr. Chairman,

This correspondence is meant to express our concerns over the proposed water rate increase by Arizona American Agua Fria Water District. It is a huge increase, not just a minor rate adjustment. When you were at Sun City Grand campaigning, you ran on a platform of low rates and service to those you represent. I am sure you have received many e-mails regarding this subject. This is over the top no matter how it is spun. How do you explain it as keeping our rates low as promised?

Mick and Vicki McCarville  
Sun City Grand

## Antonio Gill

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**From:** Ken Blick [kblick1@cox.net]  
**Sent:** Saturday, July 02, 2011 10:17 AM  
**To:** Pierce-Web

Dear Sir:

As a taxpayer and Arizona resident since 2004, I am aware of the requirement for rate increases to sustain services we need, water being one of them. However, it appears exorbitant for an 83% water rate increase in this economy. I would implore you and the commissioners to review this request and judiciously seek a more reasonable rate.

Sincerely yours,  
Ken Blick  
Surprise and Sun City Grand Resident

## Antonio Gill

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**From:** David Shannon [davesally23@yahoo.com]  
**Sent:** Friday, July 01, 2011 10:40 PM  
**To:** Pierce-Web  
**Subject:** Docket No. W-0133A-10-0448

Mr Pierce, I am sending this e-mail to express my concern about Arizona American Water Co. proposed water rate hike. I would not have known about this if my HOA hadn't told me about it. This 80+ % if you approve it will hurt me in two ways. First my bill will go up and on top of that my HOA fee will go up. I don't believe we should have to pay for AAW's bad business decisions. I am hoping AAW submitted this unreasonable request for shock effect and is expecting less. Thank You. David W Shannon

## Antonio Gill

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**From:** Tiger2810@aol.com  
**Sent:** Friday, July 01, 2011 8:35 PM  
**To:** Pierce-Web  
**Subject:** water rate increase in surprise

Dear Sir:

The huge water rate increase is an outrage

Communities that have facilities that use water and retired persons like myself in this tough economy would be severely exposed to hardship.

Kindly fight against this on our behalf

Thank you

Gerald & Diana Murray

Surprise Az (Sun City Grand)

## Antonio Gill

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**From:** John and Sally Nuerenberg [nuerenberg@msn.com]  
**Sent:** Friday, July 01, 2011 6:41 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
**Subject:** Water Rate Increase for Surprise

Commisisoners,

Please take seriously the concerns of the citizenry, especially those retired, like us, who live on a fixed income. I can't imagine why a water company would come to you with an absurd request for more than an 80% increase of rate. Why did they realize they were in such need? Is this something that could not be measured out over several years of increases, but not this much. I know they will seek the max hoping to achieve a part of it, but I implore you to seriously study the issue particularly relating to the poor economy, non-inflation, poor or no job situation for many, and corporate greed.

Thank you for your consideration.

John & Sally Nuerenberg

Surprise, AZ

## Antonio Gill

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**From:** Erma and Dwayne Murray [murrayinaz@cox.net]  
**Sent:** Friday, July 01, 2011 5:07 PM  
**To:** Pierce-Web  
**Subject:** Aquia Fria Water District Rate Increase

Commissioner

Arizonan American Water a Public Company has asked to increase their cost of the product they sell by 83%. If this was a non regulated company you know what would happen. They would go out of business. Your regulatory body cannot put them out of business but they should be condemned for bringing such a request to you and you should let them know the absurdity of their request. How much are non regulated companies raising their cost of the products sold? I do not know but it is a small percentage of what they have requested. I hope they show you the costs of their poor management in spending money on a water treatment plant that is completely underutilized. Bad decision! The public should not pay for their poor management and the public considers your commission the body that should tell they so.

Thank you for your responsible decision in this matter.

Dwayne Murray

Surprise Az.

## Antonio Gill

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**From:** Ray + Pat [yoomee@cox.net]  
**Sent:** Friday, July 01, 2011 4:05 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
**Subject:** Regarding Surprise water rate increase

My husband and I have been residents in Sun City Grand for 7 + years. We are retired and on a fixed income. The proposed water increase of over 80% will be a definite financial burden on us and it will also effect our HOA dues, so we will get a "double" whammy!

Everything is going up EXCEPT our income. We are not alone in this situation.

Our biggest complaint is WHY such a large increase? We could understand a slight increase and would be okay with that, but not what the water company is asking.

Pat & Ray Wilkins  
Surprise, AZ

## Antonio Gill

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**From:** Gord and Lori Hunter [gordandlorihunter@accesscomm.ca]  
**Sent:** Friday, July 01, 2011 4:01 PM  
**To:** Newman-Web; Pierce-Web; Stump-Web; Kennedy-Web; Burns-Web  
**Cc:** gord and Lori Hunter; mitzi.mills@scgcam.com; Gord at Work  
**Subject:** Proposed Increase to Water Rates -- Agua Fria Water District

**Importance:** High

Good afternoon,

We are Gordon Hunter and Lori Hutchison Hunter, new owners in Sun City Grand (SCG), Surprise AZ.

We have recently learned that the proposed increase to households in the Agua Fria Water District could mean an increase of 80% per household, in addition to the significant increase to our homeowner's association (SCG) would sustain and pass along to us.

It is our understanding that the Arizona Water Corporation built the Agua Fria in anticipation of a housing and subsequent population boom. Neither the building or population boom was realized and as such the burden of payment of the expansion/new construction is being firmly laid on the backs of those of us who own property in the Agua Fria Water District.

The contemplation of this levy was not known to us at the time we purchased our home. We have only just been made aware of this through neighbors and our community association. We were given no advance notice by way of our verbal or written medium from American Arizona Corporation and feel this is a very deliberate and underhanded move to gouge homeowners.

We reside in Sun City Grand on a part-time basis and find that the cost of water is already very high compared to our primary residence. A further and substantial rate increase is robbery and we look to you, the Commissioners to stop this insanity. Simply stated, the proposed rate increase is highway robbery at a time when the economy is already challenging for residents to keep their homes, much less sustain increases of this magnitude to necessary household utilities.

We look forward to hearing that the Commissioners have intervened and given no approval for this incredulous increase in the cost of water services in the Agua Fria Water District. We further look forward to receiving an email reply from each of you providing details of the decision taken at the meeting in August 2011.

Thank you for your concern of the citizens you represent. We are certain a sober second thought will prevail and this ridiculous request will be denied.

Sincerely,

## Antonio Gill

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**From:** Bill Aaron [biljena@cox.net]  
**Sent:** Friday, July 01, 2011 3:42 PM  
**To:** Pierce-Web  
**Subject:** Fw: Docket - W-01303A-10-0448

Dear Commissioner Pierce;

I am writing in reference to the docket number listed above.

I have not seen or heard of this request to come before you until recently contacted by my HOA. I have also since had discussions with some other local residents as well as some Surprise officials and their story is the same. Most, if not at least a majority, tells me that Arizona American Water has not done a very through job of notifying the residents of the Aqua Fria Water District. As of this day we have not seen or received a notice of any public meetings to be held on this issue.

As I understand the issue there is, or will be, a proposed 80% +/- rate increase in the water bill of each household. This increase is at issue because AAW built a \$62 million dollar water treatment plant in anticipation of yet to be built home in this area. This new facility was to be paid for by the hook up fees of these new customers who have not built or even relocated to this area. AAW is now asking ACC for a fee increase to pay for the incurred loan on the new Treatment Center.

As has been reported by our HOA this plant is only operating at around 9-11% of its capacity.

We are asking you to fully review the AAW request and that their request be denied or scaled back considerably. These higher fees should not be put on the backs of their existing customers. As a business man I would have know better than to overbuild when I observed that the area was not meeting the growth projections that had been projected. AAW should have acted in a more responsible manner, but chose not to do so.

Thank you in advance for your participation in support of our request.

William F. Aaron

\_\_\_\_\_ Information from ESET NOD32 Antivirus, version of virus signature database 6258 (20110701)  
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The message was checked by ESET NOD32 Antivirus.

<http://www.eset.com>

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The message was checked by ESET NOD32 Antivirus.

<http://www.eset.com>

## Antonio Gill

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**From:** madkaren@aol.com  
**Sent:** Friday, July 01, 2011 2:43 PM  
**To:** Pierce-Web  
**Subject:** water rate hike Surprise

This is to formally acknowledge the information regarding a water hike that is being proposed by the Arizona American Water company. It is outrageous to even consider such a request. I believe our electric rate increased 2.5% and even though that creates a hardship on some homeowners, it is at least acceptable. I have never received an increase in salary more than 2-5% and even medicare hasn't given an increase in two years. How could a company, in all good conscience, ask for such a ridiculous amount. Please **let our voices be heard** and we expect you to do the right thing. Let's be realistic and let them propose a 2 - 2.5% hike which we can all live with a little easier. Do they not realize we are in a recession and people are losing their jobs and homes - let's be a little considerate.

Karen J. Neubauer  
Madalynn Dalba

Surprise, AZ 85374

## Antonio Gill

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**From:** Harry Heuston [hheuston@cox.net]  
**Sent:** Friday, July 01, 2011 2:25 PM  
**To:** Pierce-Web  
**Subject:** Stop AZ American Water's increase

An 80% increase is outrageous... we here in Sun City Grand will be billed twice, an increase in our personal bills... and an increase in our Association Fees for the water we use in common areas. .

Retired residents are being asked to pay the bill twice. Help us please.

Harry Heuston

Surprise, AZ 85387

## Antonio Gill

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**From:** joejanscg8@cox.net  
**Sent:** Friday, July 01, 2011 2:21 PM  
**To:** Pierce-Web  
**Subject:** Increase in water bill

Gary Pierce

This increase od the water bill is outrageous & we expect you commissioners to vote against it!!:

Joseph & Janice Graham  
Sun City Grand

## Antonio Gill

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**From:** Carl [carlpime@cox.net]  
**Sent:** Friday, July 01, 2011 1:47 PM  
**To:** Pierce-Web  
**Subject:** AZ AMerican Water Rate Increase

As a retired resident of Surprise living on a fixed income and one who hasn't had a cost of living increase in over two years, I strongly urge you to oppose the requested rate increase of AZ America Water

A rate increase in the magnitude of 80% is unconscionable at any time but especially under the current economic environment We seniors need your help in stopping this ridiculous request.

Thank you

Carl Pimental

Casa Royale Dr  
Surprise, AZ

## Antonio Gill

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**From:** Gary Carlson [carlsongary@ymail.com]  
**Sent:** Friday, July 01, 2011 1:40 PM  
**To:** Newman-Web  
**Subject:** Arizona American Water

*My name is Gary Carlson and I am a resident of Surprise, Az., more specifically Sun City Grand. I am sending this email in regards to the proposed rate increase being requested by Arizona American Water. We are retired and live here on a permanent basis. Since moving here in 2002 and the change in the economy we have been forced to go back to work to supplement our fixed income. If the rate increase is approved raising our home water bill by 83% plus additional HOA fees going up because of their rates escalating we will have to consider relocating to a more favorable economical environment. It is my understanding that Arizona American Water had built new and increased size water treatment systems based on the growth that was anticipated based on the housing boom in 2001 and 2002. Furthermore we were under the assumption that Sun City Grand was not going to be affected by the rate increase. The housing market fell and the growth did not take place and associated revenue did not happen. We all had to make serious adjustments and corrections. It would be unfair and unreasonable to put the burden of overspending on the public. They are a privately held company and should seek relief from a bad decision elsewhere. Please do not approve this rate increase which would ultimately result in slower growth based on higher cost of living and accordingly less tax base.*

*Thank you for your time and consideration.*