

**ORIGINAL**

**Antonio Gill**

**Arizona American Water**

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



0000127457

**From:**  
**Sent:**  
**To:**  
**Cc:**  
**Subject:**

**In Opposition**  
Newman-Web  
Pierce-Web; Burns-Web; Stump-Web; Kennedy-Web  
Increase in water rate

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*I strongly object to the increase Arizona American Water is requesting. We, in the Sun City Grand area were unaware that we are a part of the Agua Fria district. Therefore any notice of their public meeting was thought to have no effect on us.*

*Also, being an 87 year old widow on fixed income, I would find it an added hardship.*

*I urge you to vote against this issue.*

*Respectfully,  
Lois Pietkiewicz*

*Surprise, AZ*

Arizona Corporation Commission  
**DOCKETED**

**JUL 11 2011**

DOCKETED BY 

**RECEIVED**  
**2011 JUL 11 P 2:04**  
**AZ CORP COMMISSION**  
**DOCKET CONTROL**

## Antonio Gill

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**From:** Scott Klaiber [scottklaiber\_5@hotmail.com]  
**Sent:** Monday, July 11, 2011 10:40 AM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
**Subject:** AZ American Water Co. 80% Rate Increase in Surprise, AZ.

Good morning to you all,

First, let me apologize if this is the wrong avenue of approach to complain about the subject item, but I want to get my opinion out as quickly as possible: Please, I implore you, do NOT allow AZ American Water Company to get an 80% rate increase.

You're all intelligent people and you know what the result of this requested increase will be: AZ American won't get their money because hard-working people on the financial precipice of foreclosure, people who are just getting along, will be thrown into the abyss of this financial mess with no way out. Okay, so AZ American Water needs more money ... what company or person doesn't nowadays? I'm not against a nominal increase, maybe even something higher that's proportionally tied to the improvement of the economy, but 80% RIGHT NOW will devastate people.

It's time to put a stop to greed. Please help us.

Scott Klaiber - Resident of Townsquare at Sierra Verde in Surprise, AZ.

Surprise, AZ.

## Antonio Gill

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**From:** Shaughna Vaughan [Shaughna.Vaughan@surpriseaz.gov]  
**Sent:** Monday, July 11, 2011 10:35 AM  
**To:** Pierce-Web  
**Subject:** American Water Rate Increase

Mr. Pierce:

I am filing my opposition to the 80% rate increase proposed to Surprise residents. I currently live and work in Surprise. I live in Royal Ranch and have a 2-story house with a small pool. My current water bill averages about \$90 per month. The proposed increase is just outrageous and would increase my monthly bill well over \$100 per month. I can appreciate a moderate increase like APS does from time to time but an 80% increase? I strongly urge the Commission to deny this request or approve one at a more moderate increase to make it easier on Surprise residents. We are still trying to recover from the recession and for this private company to make such an absurd request, which if approved, is mandated to Surprise residents. It feels similar to a monopoly due to the fact that we cannot go anywhere else for our water service. Please consider my request along with the many that you will probably receive from residents in the City of Surprise. Thank you.

Shaughna L. Vaughan, M.A.  
Accreditation Manager  
Professional Standards Unit  
Surprise Police Department  
14250 W. Statler Plaza, Suite 103  
Surprise, AZ 85374-7481  
Office: 623-222-4248  
Fax: 623-222-4401

Please note my email changed to:  
[shaughna.vaughan@surpriseaz.gov](mailto:shaughna.vaughan@surpriseaz.gov)

Surprise City Hall offices operate on a 4-10 schedule. City Hall offices open at 7 a.m. and close at 6 p.m. Monday through Thursday, and are closed Friday. More info at [www.surpriseaz.gov](http://www.surpriseaz.gov).

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0.111 Jul 2011 17:10:32 -0000

## Antonio Gill

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**From:** Julie Unruh [julie.unruh@comcast.net]  
**Sent:** Monday, July 11, 2011 9:19 AM  
**To:** Kennedy-Web; Stump-Web; Pierce-Web; Burns-Web; Newman-Web  
**Subject:** AZ American Water Rate Hike Request

HELP!!!

We seniors, on a fixed budget, cannot afford an 82% rate increase to our water. How can such a large rate increase even be considered?! Please revise this rate increase to a more reasonable rate like 10% - 15%.

This large an increase would cause many individuals, HOA, and other large users to cut water off to green areas; thereby, devaluing the city.

Thank you,  
Julie Unruh,  
AZ Traditions Resident, Surprise

## Antonio Gill

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**From:** Herb Streb [hstreb@cox.net]  
**Sent:** Sunday, July 10, 2011 1:37 PM  
**To:** Pierce-Web  
**Cc:** Newman-Web; Burns-Web; Stump-Web; Kennedy-Web  
**Subject:** Arizona American Water rate increase request

Dear ACC Chairman and Commissioners:

I am writing to offer my comments and concerns regarding the Arizona American Water 80+% rate increase.

I am retired, a resident of Arizona, registered voter, veteran, and homeowner in Sun City Grand.

This rate increase request is outrageous. I do not believe the benefits, improvements, and infrastructure, if any, made by Arizona American Water warrants this rate increase. Our water quality in Sun City Grand is marginal, at best.

Arizona American Water is being purchased by EPCOR, a Canadian company which is before the ACC for approval. Supposedly EPCOR is a sound financial company.

If this sale is approved, would most of the Arizona generated revenue go to Canada?

Also, why would Arizona American Water request a rate increase if they are being purchased? It sounds like Arizona American Water is trying to sweeten the pot for EPCOR.

I would respectfully request that ACC deny the Arizona American Water rate request totally, and after the sale, if approved, and finalized, have EPCOR request a moderate and realistic rate increase, if warranted.

Your consideration of my comments and concerns will be appreciated.

Regards,

## Antonio Gill

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**From:** uspsomi@juno.com  
**Sent:** Sunday, July 10, 2011 12:25 PM  
**To:** clakeshoa@gmail.com  
**Cc:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web; amkee2760@aol.com; cmiller@ccmcnet.com; donr152@yahoo.com; joanneellsworth@msn.com; uspsomi@juno.com; mfreed@ccmcnet.com; mfkent@gmail.com; ram.dwivedi.az@gmail.com; smackley@cox.net  
**Subject:** Re: Arizona American Water Rate Hike Request

July 10, 2011

City of Surprise  
Arizona  
Commissioners

Dear Commissioners,

Regarding the proposed rate hike Arizona American water for the Agua Fria district:

It is appalling that the water company would even SUGGEST a rate hike of that magnitude! (82.89%) I expect that our esteemed commissioners *would not even consider* such a ridiculous request.

I'm not agreeable to ANY rate hike during this economic recession. We are an area of retired seniors, and though I can't speak for others, I just barley make it financially from one month to the next.

Hopefully, all you commissioners will act on behalf of us seniors and deny any raise in the water rates. MY request is that all of you vote NO on this proposed hike.

Melba Beasley

## Antonio Gill

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**From:** ed fries [efries3982@hotmail.com]  
**Sent:** Sunday, July 10, 2011 10:00 AM  
**To:** Newman-Web  
**Cc:** Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
**Subject:** Arizona American Water rate increase request.



The requested rate increase that will increase water bills in excess of 80% is outragous. This will be an extreme hardship to Suprise residents & with an estimated monthly increase of appox. \$25.00 may possibly force individuals to be unable to hold onto their homes. I urge you to reject this request or, if a rate increase is necessary reduce it to a more resonable amount & phase in over a period of time.

## Antonio Gill

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**From:** Bill & Joanie [bandjumps@cox.net]  
**Sent:** Sunday, July 10, 2011 9:20 AM  
**To:** Pierce-Web  
**Cc:** Mitzi Mills  
**Subject:** Ariz.Am Water proposed rate increase.

Sir:

I understand the Az. Am. Water Co. has proposed an 82% rate increase to their current customers in the Agua Fria District. The reason for the rate increase is to cover a \$62 million investment they made in a new water treatment facility (current utilization is 11%). This stupid business decision was made anticipating continued population growth in the Surprise area and thus having new customers pay for this investment. Guess what? Didn't materialize. Now the company wants the current customer base to pay for their ill-advised investment decision. This means my current water bill of \$65 would soar to \$118 plus my portion of our Sun City Grand Homeowners water bill increase of \$500,000 annually. Annually my increase would be about \$700. Ridiculous!!!

Please make this Company solve their own short-fall problems without trying to pass along the result of their poor business decision to their current customer base!

Thank you for your interest.

Cordially,

William E. Thompson

## Antonio Gill

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**From:** glynych29@comcast.net  
**Sent:** Saturday, July 09, 2011 11:09 AM  
**To:** Newman-Web; Stump-Web; Burns-Web; Pierce-Web; Kennedy-Web  
**Subject:** Surprise Az - Arizona American Water Company - Rate Increase Request

Arizona Corporate Commission

Commissioners

I am writing today to express my deep concern over the news that the Arizona American Water Company has requested the Arizona Corporation Commission to approve a very steep increase in its water rates, amounting to an 80% increase or greater.

First and foremost an increase in any basically fixed expense for a business or home owner of over 80% in these difficult economic times or good times for that matter is unfair and devastating to any ones budget.

If all the expenses of a business or home budget were increased in a irresponsible manner like this, no business or home budget would make it and we would have a chaotic situation.

Add in any other factors such as fixed incomes or an already subdued business climate and it magnifies the damage of an action of this nature would cause.

Why is Arizona American Water asking for this gigantic increase today? Where has their planning and budgeting been for the last ten years? What is their budgeting and planning for the next ten years?

It is understandable that we would be facing some increase in costs in the years to come, but it is not reasonable to impose this large of a one time increase on a business and household population that is already strapped with many uncertainties such as the job market, social security restrictions, retirement fund losses and a stagnant business climate.

In reviewing each of your biographies I see that you are very educated people with a long record of service in government. Most of you have business backgrounds and experience. I am sure you understand that an 80% increase in one year for a utility expense that is a basically fixed expense of a business or household is exorbitant and not reasonable.

I would ask that you act responsibly on this matter and limit any increases to a reasonable amount.

Thank you.

Greg Lynch

Surprise, AZ

## Antonio Gill

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**From:** Patrick & Paula Schrader [ps2577@yahoo.com]  
**Sent:** Saturday, July 09, 2011 7:53 AM  
**To:** Burns-Web; Pierce-Web; Kennedy-Web; Newman-Web; Stump-Web  
**Subject:** Arizona American Water Increase

Corporation Commissioners;

It is our understanding that you are considering what is an obvious extreme 80% rate increase from Arizona American Water for the Agua Fria Water District. However, we understand the need for conservation but would NOT support an unreasonable increase on the base costs but would on individual and business usage. We also feel, any increase you deem necessary should be done by utilizing a phasing plan to us the customer.

Thank you for your consideration in this matter.

Patrick & Paula Schrader

## Antonio Gill

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**From:** Tango8114@aol.com  
**Sent:** Saturday, July 09, 2011 5:40 AM  
**To:** Pierce-Web  
**Subject:** Water rate hike aaw

As a citizen of Surprise Arizona I am Very concerned about a rate hike of nearly 83% proposed by arizona american water. It will put a burden on families as well as increase HOA rates as they make every effort to make house payments put food on the table and now 83% in water rates with no justification, and just as they are trying to sell the company (Suspicious).

A rate will hurt residential customers, Surprise City, HOA's and many business in Surprise City.

Please vote against this rate hike!

Sincerely,

Valorie Poff  
Surprise, AZ

## **Antonio Gill**

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**From:** Martha Rauch [mrauch@cox.net]  
**Sent:** Saturday, July 09, 2011 12:52 AM  
**To:** Kennedy-Web; Newman-Web; Burns-Web; Pierce-Web; Stump-Web  
**Subject:** Proposed Rate Hike

**Importance:** High

I am opposed to the increase in water rates proposed by American Arizona Water Company. The rate hike requested will raise my monthly bill over 80%. This is an outrageous request to make of citizens in the current economy.

I am disabled and live on a fixed income. I have not had an increase in my income in over 2 years, however, the increase in my cost of living has consistently risen. This proposed rate hike would not only increase the rate in my home water bill; my HOA will raise its rates proportionately.

Life is hard enough right now. Please have AZAWC look within their own corporation for ways to reduce their costs. They are the only utility I have that still pays postage to mail paper statements to customers. How about implementing e-statements?

Thank you for your attention to my comments.

***Martha Rauch***

## Antonio Gill

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**From:** barbara russell [barbararussell98110@me.com]  
**Sent:** Wednesday, July 06, 2011 12:08 PM  
**To:** Pierce-Web  
**Subject:** Water rate increase

I want to share concerns regarding a proposed significant rate increase request by the private water company serving Surprise. It is my understanding that the request represents over an 80% increase. In reality, I do understand the need for some increase in rates as current rates are lower than I pay in other areas of the country where I have homes. However, the magnitude of this increase seems way out of line with reality, and severely impacts both residents of Surprise and the various HOA's in the area. My hope is that the Commission will hear those concerns and work to find a solution that addresses these issues.

Barbara Russell

Surprise, Az 85387

## Antonio Gill

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**From:** djones@pruamerican.com  
**Sent:** Wednesday, July 06, 2011 11:55 AM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
**Subject:** Az American water rate hike

Dear Board of Commissioners,

Let me begin by expressing my dismay and abject horror over a water rate hike. As it is, I consider Surprise an over charged area, paying roughly 40% more to an out of state company than the city of Phoenix charges it's water customers. I am a local Realtor and live and work in Surprise. In good conscious I cannot recommend people to not only over look the difficulty of getting in and out of the city but also the astronomical cost of the WATER. I am extremely displeased with even the mention of a rate hike and can tell you this WILL have an affect the growth of our great city.

Please deny this request as it will affect us all into the future with ripples we cannot foresee at this junction.

Thank you,

Dana Jones

Prudential American Associates

A concerned Citizen of Surprise who lives and works here and wants to stay here for years to come.

## Antonio Gill

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**From:** Chaderz@aol.com  
**Sent:** Tuesday, July 05, 2011 1:01 PM  
**To:** Pierce-Web  
**Subject:** Arizona American Water propped rate increase

Dear Mr Pierce

### Docket # W-01303A-10-0448

As a resident of Sun City Grand In Surprise my husband and I are appalled that Arizona American Water is considering raising the rate charged on our water consumption.

The first we heard of this proposed increase was through our Homeowners Association and as of today's date we still have not received any notification from the utility company. It seems rather underhand for a corporation to try to surreptitiously pass an increase of approximately 80% in this current climate.

The perception that AZ American Water is trying to feather their profits in these lean times is quite honestly absolutely inexcusable.

Sincerely

Patricia Chadwick

Surprise AZ 85387

## Antonio Gill

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**From:** pepnien@prodigy.net  
**Sent:** Thursday, July 07, 2011 4:38 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
**Subject:** Water rate increase?

**Importance:** High

Is the following true, regarding the 'Agua Fria Water District' and the city of Surprise?

"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%."

John Nienstedt  
Surprise, AZ

## Antonio Gill

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**From:** Richard Randolph [rwheelr51@hotmail.com]  
**Sent:** Thursday, July 07, 2011 4:39 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
**Subject:** Arizona American Water Rate Hike for Agua Fria Water District

Dear Sir or Madam:

I am writing this email to protest the proposed 80+% rate hike that Arizona American Water is asking for for the Agua Fria Water District which includes most of Surprise and all of Sun City Grand where my wife and I reside. Where in a competitive market would a business be able to raise it rates this much and survive? Nowhere. I realize that they have a monopoly because we have no other alternative; therefore, our only recourse will be to hold you accountable in any future election that you choose to run in.

For people who live in an HOA development, any rate raise will be a double whammy because it will not only raise our home rates but will no doubt result in an increase in HOA fees or loss of services.

I realize costs go up. Therefore rates may rise. but any increase that approaches 20% of the proposed rate increase I will deem outrageous.

Thank you for your service on this Commission and thank you for your time and consideration of this matter.

Richard W. Randolph

Surprise, AZ 85374

## Antonio Gill

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**From:** J & L [carneyjl@cox.net]  
**Sent:** Thursday, July 07, 2011 3:54 PM  
**To:** Pierce-Web  
**Subject:** Arizona American Water Increase/City of Surprise

It is my understanding the Arizona American Water under the guise of Aqua Fria Water District is requesting a rate increase that could average \$25.13 per month a 82.89% increase for every citizen of the City of Surprise. This is not only an outrageous request but few ,if any, knew that Arizona American Water was affiliated with Aqua Fria Water District. Not only will it affect each citizen, but will affect the cost of maintaining landscaped areas in HOA's which would drive up the cost of every HOA'a monthly dues. Many HOA members are on fixed incomes and this would be like a kick in the belly,in addition, to the monthly rate increase.

I would strongly request that this request be denied, but would insist that the Aqua Fria Water District present why in the world they are requesting this request when our economy is in such dire straits.

Jerry Carney  
Surprise Resident

## Antonio Gill

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**From:** Pat Jones [patralph@cox.net]  
**Sent:** Thursday, July 07, 2011 3:49 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
**Subject:** Water Rate Increase Request

Dear Commissioners:

We can understand the need for periodic reasonable increases in services, but this suggested huge increase in water rates by Arizona Amrican Water is highly unreasonable and "off the chart". Not only will the private citizen realize a substantial increase in their monthly bill, but will also be subjected to an additional amount in their home owner's association fee due to their increased costs which are passed on to the home owner. In the present state of our economy, suggesting this enormous rate increase is out of the question.

We strongly urge you not to approve this unreasonable rate increase at your August 17th meeting.

Ralph Jones

Surprise, AZ

## Antonio Gill

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**From:** Joan Romanic [jcrjch@gmail.com]  
**Sent:** Thursday, July 07, 2011 1:55 PM  
**To:** Newman-Web; Kennedy-Web; Burns-Web; Pierce-Web; Stump-Web; Hearings Division; Utilities Div - Mailbox  
**Subject:** American Water rate hike request

I would like to state my opinion that the Az. American Water requested 82.89% rate increase for Surprise is absurd. Not only is this huge increase offensive, but the way that American Water tried to "sneak" it past the Surprise residents by listing the increase under the misleading and little-known title of Aqua Fria Water District is at the least unethical.

Please reject this huge increase that would severely strain finances for the large number of retired residents, as well as working families in the Surprise community.

American Water has used "back door" tactics in other states and also has a "less than stellar" reputation in one Pennsylvania community where a state senator had to intervene to force repairs of a disabled fire hydrant, after repeated phone calls from residents were ignored for many months.

Thank you for your consideration of this matter,  
Joan Romanic  
Jay Hearing

## Antonio Gill

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**From:** Carol Robertson [carol.robertson15@cox.net]  
**Sent:** Thursday, July 07, 2011 1:44 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
**Subject:** Rate Increase for Aqua Fria Water District

To the Commission:

My husband and I live in the City of Surprise and recently discovered we live in the Aqua Fria Water District. Notice was mailed regarding the rate increase, however, the fact that it effected most of the residents in Surprise was not mentioned. The amount of the increase, which is approximately 83% per household, is ludicrous. With the economy the way it is, everyone is tightening their belts to make ends meet. My husband was without work for over a year and recently found a full time job at a much lower salary. Tightening belts should apply to all companies, corporations, governments, and utilities. An increase such as this, will make perspective residents think twice about moving to Surprise hurting home sales even more.

We are against this increase, period. What caused this increase and why is it so high? The population is not growing at the rate it was several years ago. I would imagine the population is less due to foreclosures. Is the increase to cover lost revenue? To cover large bonuses, raises, or hiring a large amount of additional staff? You should learn how to accomplish more with less like everyone else in the country. Stop killing the economy and our community.

Ken and Carol Robertson  
Surprise residents

## Antonio Gill

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**From:** Bud Walsh [bwalsh2@cox.net]  
**Sent:** Thursday, July 07, 2011 1:38 PM  
**To:** Pierce-Web  
**Subject:** Water Increase

Regarding the proposed water increase;

Count me as being *not* in favor of an 82% water increase. Nothing has increased by 82% so this request is out of line. If it were up to me I would decrease their rates by 10% and double the time before they can ask for another increase for attempted fraud and wasting everyone's time on a foolish and silly request.

Bernard Walsh

Surprise, AZ 85374

## Antonio Gill

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**From:** Joan K. Mitchell [jkmitchaz@cox.net]  
**Sent:** Thursday, July 07, 2011 12:17 PM  
**To:** Pierce-Web; newman.web@azcc.gov; burns.web@azcc.gov; stump.web@azcc.gov; kennedy.web@azcc.gov  
**Subject:** INCREASE OF WATER BILLS

WE LIVE IN ARIZONA TRADITIONS, WHICH AS YOU KNOW IS SURROUNDED BY RETIREMENT COMMUNITIES. IT IS UNTHINKABLE THAT SUCH A RAISE WOULD EVEN BE CONSIDERED. WHERE ARE PEOPLE LIVING ON A FIXED INCOME, OR FAMILILIES TRYING TO MAKE ENDS MEET IN THIS TERRIBLE ECONOMY SUPPOSED TO GET THE EXTRA MONEY EVERY MONTH.

I HOPE YOU RETHINK THIS INCREASE BEFORE YOU PLAY HAVOC WITH THE FINANCES OF THE CITIZENS OF SURPRISE.

Joan K Mitchell

Surprise, AZ

## Antonio Gill

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**From:** Lynn [ljpanici@gmail.com]  
**Sent:** Thursday, July 07, 2011 9:38 AM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
**Subject:** AZ American water rate hike

Dear Ms. Burns, Ms. Kennedy, Mr. Newman, Mr. Pierce, and Mr. Stump:

The proposed Arizona American Water rate increase will be equally detrimental to residents and Homeowner's Associations within Arizona American's service area.

I urge you to consider these hard economic times. Please do not allow this very steep increase to pass.

Thank you.

Lynn Panici

Surprise, AZ 85388

## Antonio Gill

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**From:** Linda Stratman [lstratman1@cox.net]  
**Sent:** Thursday, July 07, 2011 9:20 AM  
**To:** Pierce-Web  
**Subject:** Water Hike Proposal for Surprise

Dear Chairman Pierce,

This morning I found out that Arizona American Water is proposing a rate hike greater than 80%. That is absurd! It boggles the mind that the utility could be so insensitive and irresponsible to the needs of their customers. Does Arizona American Water think that because water is an imperative commodity, they can ask for whatever rate increase they dream up knowing full well that the customer cannot take it or leave it? It is impossible to truck in the amount of water the average home uses. We can't just get a new provider—there is no competition between Arizona American Water and the XYZ Water Company.

Please let common sense prevail as you review this request.

Sincerely,

Linda Stratman

Surprise 85374

## Antonio Gill

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**From:** HUERAY528@aol.com  
**Sent:** Thursday, July 07, 2011 9:19 AM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
**Cc:** p.rahkola@azthoa.com  
**Subject:** Deny a request to approve an 82.69% rate increase by Arizona American Water

**Dear Commissioners:**

We, as Arizona Tradition Homeowners, have become aware of an intended request by Arizona American Water (alias: Agua Fria Water District) for thousands of Surprise households and HOA' s. The hike if approved, would increase the average bill by \$25.13 per month (82.89%).

**With no increase in Social Security for two (2) years, fuel up by 104% from last year, food up approximately 25%, Home values down to approximately half of their high, and unemployment at 9.1% nationally, Arizona American Water has the gall to ask for an 82.89% increase. If any consideration is given to this request it should be to reduce our monthly rates.**

**We strongly suggest you deny any request for an increase in water rates at this time! It is not justifiable!**

Homeowner,  
Ray & Carolyn Smith

### **Council concerned about Az American water rate hike request**

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 HOA's.

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%.

## Antonio Gill

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**From:** Jeffrey Zygar [kingstond@centurytel.net]  
**Sent:** Thursday, July 07, 2011 9:11 AM  
**To:** Pierce-Web  
**Subject:** Rate hike for Surprise

Gary,

The proposed water use rate hike of over 80% is excessive. Please verify it's justification. Just to make more profit is not justification.

Jeff and Lori Zygar

Surprise, AZ

## Antonio Gill

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**From:** Helen Marshall [mailto:helenm@yahoo.com]  
**Sent:** Thursday, July 07, 2011 8:25 AM  
**To:** Pierce-Web  
**Subject:** Proposed Water Hike by AZ Am H2O--over 80% too much (20-25% would be huge!)

## Antonio Gill

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**From:** David Lichtinger [dlichtinger@cox.net]  
**Sent:** Thursday, July 07, 2011 8:10 AM  
**To:** Pierce-Web  
**Subject:** Proposed rate increase from AZ American water to affect Agua Fria Water District

Please disallow this huge rate increase being requested by AZ American Water. This will pose a real hardship on so many of us retirees on fixed income. This increase seems excessive, and should be examined to determine the impact it will have on so many people and HOAs. Thanks in advance for your vigilance.

David Lichtinger

## Antonio Gill

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**From:** Don Bartolotta [dbart@cox.net]  
**Sent:** Wednesday, July 06, 2011 9:50 PM  
**To:** Utilities Div - Mailbox  
**Cc:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web; mitzi.mills@scgcam.com; bill sullivan; granddillion@cox.net; grandkroesen@aol.com; grandvece@gmail.com; manus; rosemary murphy; walsh  
**Subject:** Arizona water rate increase

**Docket No. W-01303A-10-0448**

**Proposed Arizona American Water Increases**

**As a resident and Tax payer of Arizona and the city of Surprise I would like to say....REALLY! 80%!, for want a miscalculation Arizona Water made. I am sorry that the growth did not happen to fund their investment. What about the small business people in our city that took a chance on the growth also. They came to Surprise to invest all they had to bring us coffee shops, deli's and boutiques, who is helping them...REALLY Arizona Water, get real!**

**I personally have lost all I had extra in one stinking residential home, who do I pass that on to.....Really 80% the rest of my life...get a life and join the reality of the fact that you made a hasty investment and it did not work and move on.**

**Do you think we don't know that Arizona Water is the nation's largest publicly owned water company and currently services 30 states and 15 million people?**

**There are a large part of Surprise that are here to live out their golden years on fix incomes. They choose Surprise because of the beauty and comfort, they were never told that ...beware Arizona Water is taking a chance and at your expense! This is not like if we don't care for Home Depot we can go to Lowes or if we don't like Cox we can go to Dish...we have no choice AZ Water is it and we have to take it and pay it!! Man up Arizona Water and live with your problem as all of us have to, oh and give us back our well water.**

Don Bartolotta

Surprise AZ.

## Antonio Gill

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From: Ken [schapman4@cox.net]  
Sent: Wednesday, July 06, 2011 3:55 PM  
To: Pierce-Web  
Subject: AZ American Water rate increase

Dear Chairman Pierce,

It appears that the Agua Fria Water District is planning to propose an increase in the water rates in my water service district located in Sun City Grand, Surprise, Arizona. I have received information that the water increase could be as high as 80%.

Everyone can expect some reasonable request for a water district rate increase to adjust for any increased cost or reasonable profit. To request an increase of 80% is absolutely out of the realm of reasonableness. While residences in our district are facing the loss of revenue, life savings and foreclosure of their homes, the water district is consumed with absolute greed beyond reproach. There is not a reasonable person that could even consider approving the water rate request that is being proposed. This so called negotiations that prevails with the water district and the Corporate Commission, with the water district asking for 80% and possibly receive 10% may seem like the Commission saved us from an 80% increase. In this economy, 10% is about four times more than our nations economic growth. My question is not about corporate greed, it is about what total mis-management and or incompetence is plaguing this water district that they would possible need 80% increase in rates. My request is for the Commission to explore why any utility without a natural disaster of their facilities and delivery system, would ever need such an increase. I highly recommend that you deny and rate increase that is not clearly identified.

Ken Chapman  
Resident fo Sun City Grand  
Surprise, AZ

## Antonio Gill

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**From:** Larry Bowker [Larry85379@msn.com]  
**Sent:** Wednesday, July 06, 2011 3:50 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
**Subject:** Request to increase water rates affecting Surprise residents...

I am concerned about Arizona American's request for a rate increase of over 80%. I am told this equates to an average increase over \$25.00 per month per Surprise household. With the economy the way it is, people barely able to keep their homes, increased food prices, gas still higher than most can easily afford and unemployment at all time highs, I urge you to deem this increase excessive and tell them to make due with a quarter of what they are asking. Greed is rampant in our country and state because businesses and corporations feel obligated to maximize profits and feed Wall Street. I urge you to consider the household budgets that this will severely impact....why are homeowners the only ones required to live within a fixed income?

Larry Bowker

Surprise, AZ

## Antonio Gill

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**From:** President Coyote Lakes [clakeshoa@gmail.com]  
**Sent:** Wednesday, July 06, 2011 2:48 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
**Cc:** Bob Shanahan; Cheryl Miller; Don Ramsey; Joanne Ellsworth; Melba Beasley; Michele Freed; Mike and Fran Kent; Ram Dwivedi; Sharon Mackley  
**Subject:** Arizona American Water Rate Hike Request

July 6, 2011

Dear Commissioners,

I understand that the Arizona American Water Co. is seeking a rate hike of 82.89% in the Aqua Fria Water District. As a resident of Surprise and Coyote Lakes HOA President, I wish to express my dismay that this private company (not even American owned) is seeking such an outlandish rate hike. We are still in the midst of trying to climb out of one our worst recessions in history, yet a private water company is asking for a ridiculous raise in fees. This is beyond the pale.

Maybe Arizona American Water thinks that by asking for such a large percentage raise that the commissioners will grant something lower. This should not be the case. This company deserves no raise in fees in the current economic climate. They need to tighten their belts like the rest of us. I urge you, the commissioners, to vote NO on any raise in rates for the Aqua Fria Water District.

Regards,

Mike Kent

Coyote Lakes HOA President

**Antonio Gill**

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**From:** Vic Longo [vlongo1@cox.net]  
**Sent:** Friday, July 08, 2011 7:57 AM  
**To:** Pierce-Web  
**Subject:** water rate hike

**Dear Sirs:**

**Could you explain to us, all of the retired people of the Arizona Traditions complex on west Bell Road, why we need to incur such a "HUGE" increase (~83 %) on our water bills, in 1 month?**

**We will be attending an HOA meeting on July 13th, at Arizona Traditions, in hopes of learning the full facts more clearly.**

**Please be prepared to handle all of our questions!**

**Thanks,  
Vic Longo**

## Antonio Gill

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**From:** Doug Sparks [pidgenbug@earthlink.net]  
**Sent:** Thursday, July 07, 2011 6:01 PM  
**To:** Pierce-Web  
**Subject:** Re: Southwest Gas seeks rate increase

I wished my wife and I could get the same increase in our income as your proposed increase in the gas bill. You know lost revenue from declining sales is just part of doing business, so do not try to put it back on your consumers. You know that most of the people in Sun City are living on fixed incomes and have a real hard time making ends meet. If you have not figured it out by now, all of you are going to get old and I hope that you get ripped by the utility companies just like you are doing to the people in Sun City.  
Doug & Judie Sparks

On Jun 24, 2011, at 12:46 PM, Judie Sparks wrote:

Begin forwarded message:

**From:** "RCSC" <rcsc@sunaz.com>  
**Date:** June 23, 2011 2:09:13 PM MST  
**To:** [mypidge@earthlink.net](mailto:mypidge@earthlink.net)  
**Subject:** Southwest Gas seeks rate increase

**June 23, 2011**

**FOR IMMEDIATE RELEASE:**

**Southwest Gas seeks rate increase**

As with the water case last year, there are two issues facing Sun City in regards to Southwest Gas' rate case: increases in rates and decoupling. Both need you to take action today!

According to Southwest Gas' application, the proposed increase would raise the current average monthly winter residential bill of \$58.10 by \$9.01 to \$67.11 or a 15.5% increase and the present average monthly summer residential bill of \$24.07 would increase by \$2.54 to \$26.61 or 10.55%. Even if Sun City residents do not have gas utility available in their homes, this proposed rate increase will greatly affect RCSC's operating expenses and therefore increase annual property assessments for Sun City.

In addition to seeking a permanent increase in rates, Southwest Gas is also requesting approval of an "Energy Efficiency Enabling Provision," which is a general decoupling methodology that will allow Southwest Gas to collect, from its rate-payers, lost revenues attributable to declining sales due to conservation and energy efficiency programs. In simple terms, decoupling means that the actual utility revenues would track the utility company's projected revenue and should not increase or decrease with changes in sales, a subsidy of sorts to guarantee revenues to the utility company regardless of usage.

If you want to make a difference and help keep everyone's operating costs down in Sun City, here is what you must do: Write to the Arizona Corporate Commission, Consumer Services Section, 1200 W Washington St,

Phoenix AZ 85007, providing the following information: your name, your address, your phone number, your email address, and the following:

Utility Name: Southwest Gas Corporation

Docket Numbers: G-01551A-10-0458

Re: Rate Increase and Decoupling

And/or email and/or call each of the Commissioners as follows: *(Please send to both email addresses.)*

Gary Pierce, Chair	<a href="mailto:pierce-web@azcc.gov">pierce-web@azcc.gov</a> and <a href="mailto:pierce@azcc.gov">pierce@azcc.gov</a>	602-542-3933
Sandra Kennedy	<a href="mailto:kennedy-web@azcc.gov">kennedy-web@azcc.gov</a> and <a href="mailto:skennedy@azcc.gov">skennedy@azcc.gov</a>	602-542-3625
Paul Newman	<a href="mailto:newman-web@azcc.gov">newman-web@azcc.gov</a> and <a href="mailto:pnewman@azcc.gov">pnewman@azcc.gov</a>	602-542-3682
Robert Stump	<a href="mailto:stump-web@azcc.gov">stump-web@azcc.gov</a> and <a href="mailto:stump@azcc.gov">stump@azcc.gov</a>	602-542-3935
Brenda Burns	<a href="mailto:burns-web@azcc.gov">burns-web@azcc.gov</a> and <a href="mailto:bburns@azcc.gov">bburns@azcc.gov</a>	602-542-0745

You may also go to [http://www.azcc.gov/divisions/utilities/forms/public\\_comment.pdf](http://www.azcc.gov/divisions/utilities/forms/public_comment.pdf) and complete the public comment form emailing it to [mail-master@azcc.gov](mailto:mail-master@azcc.gov).

This message was sent to [mypidge@earthlink.net](mailto:mypidge@earthlink.net) from:

Recreation Centers of Sun City | 10626 W. Thunderbird Blvd. | Sun City, AZ 85351

**Unsubscribe**



## Antonio Gill

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**From:** Yvonne Randolph [randolphyvonne@hotmail.com]  
**Sent:** Thursday, July 07, 2011 5:55 PM  
**To:** Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
**Subject:** Arizona American Water Rate Hike for Agua Fria Water District

Dear Sir or Madam:

I am writing this email to protest the proposed 80+% rate hike that Arizona American Water is asking for for the Agua Fria Water District which includes most of Surprise and all of Sun City Grand where my husband and I reside. Where in a competitive market would a business be able to raise it rates this much and survive? Nowhere. I realize that they have a monopoly because we have no other alternative; therefore, **should you approve this outrageous increase our only recourse will be to hold you accountable in any future election that you choose to run in.**

For people who live in an HOA development, any rate raise will be a double whammy because it will not only raise our home rates but will no doubt result in an increase in HOA fees or loss of services.

I realize costs go up. Therefore rates may rise. but any increase that approaches 20% of the proposed rate increase I will deem outrageous.

Thank you for your service on this Commission and thank you for your time and consideration of this matter.

Yvonne C. Randolph

## Antonio Gill

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**From:** Peggy Rahkola [p.rahkola.azt@gmail.com]  
**Sent:** Thursday, July 07, 2011 5:32 PM  
**To:** Newman-Web; Utilities Div - Mailbox; Stump-Web; Kennedy-Web; Burns-Web; Hearings Division; Pierce-Web

In the present state of our economy, suggesting this enormous rate increase is out of the question.

The proposed increase being sought by Arizona American Water would impose a real hardship for Arizona Traditions HOA and for our residents. In a community of retired, fixed income residents, many of whom are single ladies, this proposed price increase will not only affect their personal water bills, but will cost the Association approximately an additional \$123,000 annually which unfortunately will be passed on to the residents in increased assessments.

Please reject this huge increase that would severely strain finances for the large number of retired residents, as well as working families in the Surprise community.

Peggy Rahkola  
President, AZTHOA

## Antonio Gill

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**From:** John & Peggy Rahkola [rahkola@yahoo.com]  
**Sent:** Friday, July 08, 2011 1:31 PM  
**To:** Pierce-Web  
**Subject:** Arizona American Water proposed rate increase

*This is the most outrageous increase request I've ever seen. As a retired couple on a fixed income.....with no increase in our social security, but increases in our medicare cost, such an increase would pose a financial hardship on us.*

*John Rahkola*

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"One of the penalties of not participating in politics is that you will be governed by your inferiors." Plato

## **Antonio Gill**

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**From:** Lake2sun@aol.com  
**Sent:** Friday, July 08, 2011 11:17 AM  
**To:** Pierce-Web  
**Subject:** Proposed water rates increase in Surprise, AZ

**In these ridiculous difficult days of economic hardship, how could any responsible utility company even consider raising the cost of water 85% in the City of Surprise, AZ? Yet seems to be exactly what American Water is proposing.**

**The city of Surprise overall is not a wealthy community. It has several senior communities and assisted living facilities, plus many young families just starting out with first homes. There are many of both groups already losing their homes because of lost jobs or investments. What this city does NOT need is more fiscal responsibilities shoved down their throats.**

**Please consider voting NO on their proposal. Thank you.**

**Richard & Donna Lou Hoyt**

Subj: **Delivery Status Notification (Failure)**  
Date: 7/2/2011 3:08:50 P.M. US Mountain Standard Time  
From: [postmaster@azcc.gov](mailto:postmaster@azcc.gov)  
To: [PsychRet@aol.com](mailto:PsychRet@aol.com)



This is an automatically generated Delivery Status Notification.

Delivery to the following recipients failed.

[web@azcc.gov](mailto:web@azcc.gov)

Final-Recipient: rfc822;web@azcc.gov  
Action: failed  
Status: 5.1.1

-----Original Message-----

From: <[PsychRet@aol.com](mailto:PsychRet@aol.com)>  
Date: Sat, 2 Jul 2011 15:16:17 -0400  
Subject: (no subject)  
To: <[web@azcc.gov](mailto:web@azcc.gov)>

To members of the Corporation Commission: This is an urgent appeal, as you consider the rate increase request of Arizona American Water, to understand the painful impact granting this request would have on us at this time. Surprise is struggling to recover from damage done by the recession and particularly its affect on the housing market. Many of us in Sun City Grand are living on fixed incomes which have shown no increase in two years. The information about this increase sent to the public has been misleading to say the least. How many of us were aware that we belonged to the "agua Fria District"? Our bill this month was \$83+--if it is raised 82% as proposed, that would mean an additional \$68--an outrageous expectation. Please make this a reasonable consideration, transparent to the public, which is has not been thus far.

  
Resident, Sun City Grand