

ORIGINAL



July 16, 2011

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Docket # W-01303A-10-0448

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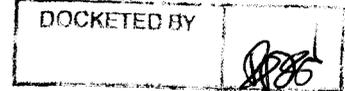
Arizona Corporation Commission

DOCKETED

JUL 21 2011

AZ CORP COMMISSION  
BOOKING CONTROL

Sandra Kennedy, Commissioner  
Arizona Corporation Commission  
Commissioners Wing  
1200 West Washington  
Phoenix, AZ 85007-2996



Dear Commissioner Kennedy:

We are writing to you to express our deep concerns over Arizona American Water's request to increase rates by approximately 80%. First of all we were never informed that we were even in the Agua Fria Water District. Shouldn't the water company have informed their customers of this? Given us a map as well as a notice of their pending request for a rate hike? We find it hard to understand that our HOA was the one who informed us of this rate request and not the water company. Shouldn't there be a public meeting held so that their customers could voice their concerns? Why hasn't the company explained why such a dramatic increase is necessary? It is not lost on us that they are requesting this rate increase at a time of year when a large number of Surprise residents are not in town.

We are retired and on a fixed income. With no increase in Social Security for the past two years, gasoline prices, electric bills, telephone, groceries going up we find this rate increase request incredulous. Our HOA dues will have an increase to cover these costs. This rate hike will also effect so many families struggling with mortgage payments and rising costs of living.

While we know there will never be a "rate reduction," shouldn't there be a fairer way to conduct their business in this economy? We strongly are opposed to this ridiculous increase.

Thank you for your consideration in this matter.

Sincerely

Dan Cosetto

Dorothy Cosetto

Surprise, Arizona 85374

W-01303A-10-0448

Dear Commissioner

Reference: Docket No. W-01303A-10-0448

We recently learned that our water provider will be requesting an increase in our monthly rate of approximately 80%. Since we live in an HOA (Arizona Traditions in Surprise) the rate will also affect our monthly dues estimated to be \$6.00 per month. We became aware of the increase through our HOA Community Update advising us of a meeting with our city councilman to discuss the issue. For the record, our councilman also knew very little concerning the proposed rate increase request except rumors he heard and, to his credit, did not divulge them.

We have lived in our current home for over 13 years. We plan for and accept increases as a way of life, but the proposed escalation is unfair. For the company to even consider such a shocking increase is despicable. Furthermore, this has to be the best kept secret since the Manhattan Project. An organization that conducts business in this manner, especially being a monopoly and serving the public, needs to be scrutinized. Incidentally, the company's published motto is "At American Water, our customers are our number one priority."

As our elected representative, we implore you to deny any rate increase to Arizona American Water.

Thanking you in advanced for your consideration, we are,

Sincerely,

Joseph H and Linda R Evans

[REDACTED]

Surprise, AZ 85374

[REDACTED]

**Katherine Nutt**

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**From:** Bill Tegan [wtegan@cox.net]  
**Sent:** Sunday, July 17, 2011 1:26 PM  
**To:** Kennedy-Web  
**Subject:** AZ American Water

Greetings,

As the only sensible one on this board, I am coping you my concerns as an Arizona Traditions resident in Surprise.

I know it won't get an 80% approval increase, but their profits are outrageously high to begin with so try and influence your colleagues to this fact...

Regards,  
Bill Tegan  
Arizona Traditions resident

AZ American Water Rate Hike Request

**Summary:**

Arizona American Water has requested that the Arizona Corporation Commission approve a very steep increase in its water rates. The City of Surprise asks us share the following information with our residents and fellow board members and encourage them to express their opinions on this matter.

**\* Details:**

**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 HOAs.

Katherine Nutt

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**From:** Prudence ZuZero [rnpzuzero@cox.net]  
**Sent:** Sunday, July 17, 2011 11:22 AM  
**To:** Kennedy-Web

**Dear Ms. Kennedy:**

**I thank you for taking your time to hear my concern about the pending 60% to 80% rate increase. I never received a notice from the above water company that this possible increase was pending. I heard about this pending increase from my homeowner's association.**

**Please, take into consideration this increase will affect, in a negative way, many of us who are now retired and on a fixed income. Coming from a corporate environment, I understand the need for increases; however, this above type of increase, in my humble opinion, is out-of-line especially with what is happening to our economy.**

**We, the voting public, depend on you and are hoping you will understand our position and NOT allow such a hefty increase to take place.**

**Sincerely,  
Prudence ZuZero**

## Katherine Nutt

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**From:** RJ Pelletier [rpelletier@att.net]  
**Sent:** Sunday, July 17, 2011 10:07 AM  
**To:** Kennedy-Web  
**Subject:** Rate Increase

Commissioner Kennedy,

By now you must be inundated with thousands of letters and emails. I hope you are a reasonable individual and now see how wrong this proposed rate increase is.

Our community Arizona Traditions and the city of Surprise are not in favor of this increase. The story is as I understand it is they built a new treatment facility to account for the new growth, but have only collected a small amount of hook-on fees. Expected 63,000,000 and only got 3,000,000 due to the lack of growth. Now we are being told it is running at capacity. Who's not telling the truth.

My questions are:

- Who approved it to be built as is?
- Who approved the monies and were they allocated and was this posted to the public.
- Did they consider a smaller, expandable system.
- What data did they use when calculating this new system?
- Is this information available thru the Freedom of Information Act?
- It is my understanding that they are you looking into selling it to a Canadian company, Is this true?
- As a (6+) year residence I have never received any letters, lecture, documents indicating anything about this system.

Something is strange here! It almost sound like politics in Illinois. Someone needs to explain Why need a huge increase to cover costs, with a new system that now is running at capacity if this is true then someone should be held accountable for this under site. I find it unrealistic without growth to be running at capacity.

I understand their argument is no growth, and not enough hookup fees.

RJ Pelletier  
Arizona Traditions

**Katherine Nutt**

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**From:** Dottie Liddell [arizwolf7@yahoo.com]  
**Sent:** Thursday, July 14, 2011 3:42 PM  
**To:** Kennedy-Web  
**Subject:** Docket No. W-01303A-10-0448

I am sending this email to ask that you not approve Arizona American Water the rate increase that they have asked for.

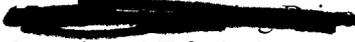
I was not informed about this rate hike increase by American Water, nor was I ever invited or advised of a public meeting regarding this increase.

Since I am retired and living in a Adult community, these rate hikes would jeprodized my ability to pay all my bills, which would include the raising of my HOA if this water hike takes effect.

Please consider the many retired people living on fixed incomes and the impact that this will have on all of us.

Sincerely,

Dottie Goulet

  
Surprise, AZ 85374

**Katherine Nutt**

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**From:** Jon Elston [jkelston@msn.com]  
**Sent:** Thursday, July 14, 2011 6:58 PM  
**To:** Kennedy-Web  
**Subject:** Water Rate Increase

I am very concerned about the pending water rate increase in Surprise AZ. If this has to happen, and I hope it doesn't, please make sure the increase is on water consumption and not an increase in the "base rate fee". In fact I would like to see the "base rate fees" reduced and base the "cost of water service" on "water usage". This would encourage "water conservation".

Thank you for your consideration.

Jon Elston

  
Surprise AZ 85374

July 15, 2011

Arizona Corporation Commission  
Commissioners Wing  
1200 West Washington  
Phoenix, Az. 85007-2996

Dear Commissioners;

Re:Docket No. W-01303A-10-0448 Az American Water Rate Increase

As a retired person living on a fixed income, I wish to complain about the way this proposed increase has been handled.

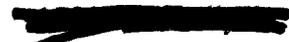
There was no notification given me about this proposal, until my HomeOwnersAssn. notified me of the action.

I had no idea that I lived in the Agua Fria Water District, so anything published about them would have had no interest to me.

How they can justify an 80% increase is idiotic and ridiculous.

Please investigate and have them come to their senses.

  
Bruce W Rossio

  
Surprise, Az. 85374

## Katherine Nutt

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**From:** Huffman, Cindy [CHuffman@steptoe.com]  
**Sent:** Tuesday, July 12, 2011 11:55 AM  
**To:** Kennedy-Web  
**Subject:** AZ American Water

I understand that Arizona American Water has requested a rate increase of more than 80% for the Surprise area. That is completely outrageous, and cannot possibly be justified for any utility company. The current state of the economy makes it particularly poor timing for them to demonstrate that sort of greed. Surprise also has a large retiree population, and imposing that kind of rate hike for folks trying to get by on a fixed income is unconscionable. Please don't let them get away with it!

Cindy Huffman

  
Surprise, Arizona 85374

## Katherine Nutt

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**From:** Kelly [kklotz@cox.net]  
**Sent:** Friday, July 08, 2011 1:58 PM  
**To:** Kennedy-Web  
**Subject:** Surprise Rate Increase

Dear Ms. Kennedy,

I have been informed that the Arizona American Water Company wants to raise the water rates in Surprise significantly. In these hard economic times, raising the water rates so drastically will create a hardship for our family. Not only will my personal water rates increase by 80+% but my HOA dues will increase as well. We are already struggling to pay our bills and strongly urge you to not allow this rate increase. Thank you for your time.

Kelly Nightengale

## Katherine Nutt

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**From:** bnation3@cox.net  
**Sent:** Monday, July 11, 2011 6:00 PM  
**To:** Stump-Web  
**Cc:** Kennedy-Web  
**Subject:** Fwd: proposed rate increase by AzAmWater

Dear Commissioner,

I am writing in hopes you will not allow Arizona American Water company to increase their fees so substantially. Any rate hike would be hard to handle in this economy but the amount they wish to raise the rates by is ridiculous. This economy is so tough for the working class family. My husband returned to work last month after being unemployed for 4 years. We moved here from California and he started with a job but it only lasted 6 months. Finally he's back to work but we still live paycheck to paycheck and must repay debt incurred while he was out of work. I understand raising rates but please don't allow them to raise them as they wish. We look to you to keep utility companies honest and this is one example of us needing you to stand up for us, the consumer.

Thank you for your time, Barbara Nation

**Katherine Nutt**

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**From:** Mimi Platt [mimsplat@msn.com]  
**Sent:** Wednesday, July 13, 2011 2:13 PM  
**To:** Kennedy-Web  
**Subject:** Arizona American proposed rate increas

The rate increase should not exceed the RUCO recommendation of a 35% increase in water rates.

John Platt

[REDACTED]  
Surprise, AZ