

ORIGINAL

W-01303A-10-0448



0000127712

Jennifer Ybarra

From: Kay Novosney [mailto:kaynovosney@shenon.com]
Sent: Thursday, July 21, 2011 10:50 AM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: AZ-American Water Rate Hike

Follow Up Flag: Follow up
Flag Status: Completed

Re: AZ American Water Rate Hike
Re: Docket No. W-01303A-10-0448

80% Rate Hike for our section of Agua Fria Water District

If you go along with the proposed obscene rate increase of 80% you should be ashamed . In today's economy young families and retired people can barely make it. This rate goes beyond making a profit and anyone that says yes to this might as well join the long list of greedy politicians that are sending our country into decline.

Arizona Corporation Commission
DOCKETED

JUL 21 2011

DOCKETED BY *[Signature]*

RECEIVED

2011 JUL 21 P 4: 09

AZ CORP COMMISSION
DOCKET CONTROL

Jennifer Ybarra

From: Gena Mace [genam140@qwestoffice.net]
Sent: Thursday, July 21, 2011 10:39 AM
To: Burns-Web; Newman-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: American Water Rate Increase

Dear Chairman and Commissioners,

Recently my community was notified of the possible rate increase of 83% by Arizona American Water that currently supplies our drinking water. Without proper notice or language on our monthly water bills from AAW stating we were in the Agua Fria water district, the majority of us did not believe this would affect us. We were wrong, it does. With the proper education of the residents that AAW supplies water too, in the Agua Fria district, the burden of financing the water treatment plant should not be on the backs of the residents currently residing in this district. There is a need for a water treatment plant to supply treated water for future growth. But the burden for this cost should be shared by all who will use it, not just current residents.

I am asking for this increase to be denied and other remedies to pay for the cost of the treatment plant be considered.

Thank you for your time.

Sincerely,

Gena Mace


Waddell, AZ 85355

Jennifer Ybarra

From: wes-laine@q.com
Sent: Thursday, July 21, 2011 10:40 AM
To: Newman-Web; Burns-Web; Pierce-Web; stump-web@azcc.com; Kennedy-Web
Subject: Regarding AZ American Water Rate Hike Request

Dear Corporation Commission Members: Paul Newman, Brenda Burns, Gary Pierce, Bob Stump, Sandra D. Kennedy

As a resident of Surprise, Arizona and Arizona Traditions HOA, my wife and I were just recently advised of a request by AZ American Water, for a rate hike (of 86%!!!!) to be presented to you for ratification August 17th. My wife and I are in our 70's and on a fixed income.

One of the reasons for retiring to this location, was a stable environment in which to live, without having to be concerned about outrageous usury fees being imposed by those not concerned with the financial well-being of their senior citizens. Had we been aware of the possibility that our future could be jeopardized by costs over which we had no say or control, our decision processes would have been different.

Without adequate notification of increased fees and costs it is difficult to plan for those increases.

We were not aware that we were in the AguaFria Water District as the only name we had seen on our water bills is AZ American Water, and were not of aware of the possibility of potential increases until our HOA shared that information with us. With an 86% increase, we take a double hit as the HOA will also be required to raise our monthly dues to cover their increased water cost..

Please be reminded that your decisions greatly impact your fellow citizens, and especially those of us in a static financial position..

Sincerely, Wes & Elaine Stephens, [REDACTED] Surprise, AZ ([REDACTED])

Jennifer Ybarra

From: Randy Storr [rstorr140@qwestoffice.net]
Sent: Thursday, July 21, 2011 9:38 AM
To: Burns-Web; Newman-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: American Water Rate Increase

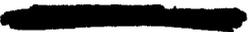
Dear Chairman and Commissioners,

Recently my community was notified of the possible rate increase of @ 83% by Arizona American Water that currently supplies our drinking water. Without proper notice or language on our monthly water bills from AAW stating we were in the Agua Fria water district, the majority of us did not believe this would affect us. We were wrong, it does. With the proper education of the residents that AAW supplies water too, in the Agua Fria district, the burden of financing the water treatment plant should not be on the backs of the residents currently residing in this district. There is a need for a water treatment plant to supply treated water for future growth. But the burden for this cost should be shared by all who will use it, not just current residents.

I am asking for this increase to be denied and other remedies to the pay for the cost of the treatment plant be considered.

Thank you for your time.

Sincerely,

Randy Storr


Waddell, AZ 85355

Jennifer Ybarra

From: Bill Hazard [hazardbill@hotmail.com]
Sent: Wednesday, July 20, 2011 5:36 PM
To: Newman-Web
Subject: Water Rate

Dear Paul,

I am sending this email to strongly protest the ridiculous rate increase that was approved. In reading the article that was in the newspaper when the rate increase was being considered, it mentioned Anthem, Sun City and Sun City West. I did not the city of Surprise mentioned in the article, so we were unaware the rate increase was going to affect us.

My reasons for the protest are:

1. 83% seems excessive. Don't ever remember this kind of increase from any utility. What does 83% increase do for Surprise?
2. We were not given adequate notice to respond to this increase.
3. The water company should concentrate on improving the quality of the water to customers they now serve and not worry about expanding to other areas at our expense.

Thank you

William Hazard

[REDACTED]
Surprise, AZ 85374
July 18, 2011

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

Dear Sir:

In Re: Docket No. W-01303A-10-0448

I was notified last week by my HOA that there is a rate increase request pending by Arizona-American Water before the Corporation Commission which will affect my water bill and the water bill of my HOA. I believe it is customary for a utility to notify their customers of any rate hike requests so that the consumer may provide comments to the Commission if they so desire. This did not happen for this rate request by Arizona-American Water.

I do recall an article in the newspaper regarding a proposed rate increase for the residents of the Anthem development north of Phoenix on I-17 in which the Agua Fria Water District was mentioned. However, I was never told by Arizona-American Water, nor provided with a map by Arizona-American Water showing that my water district was in fact the Agua Fria Water District. I therefore was not aware that any communications or articles that referred to the Agua Fria Water District might negatively affect my water rates by causing them to increase. In addition I have never received a notification of a public meeting nor an invitation to a public meeting to hear from Arizona-American Water on the proposed rate increase. It appears that there was a general lack of notification as I understand that only two HOA's that would be affected had provided any comment as of last Friday, and I am certain that the rate increase as large as has been proposed would have large impact on **their** budget.

I live in a retirement community which maintains common grounds, open grassy areas, and boulevards with trees. The rate increase would increase my water bill for my house by approximately 80%, and would affect my HOA dues as well. Being retired and on a fixed income (with no cost of living adjustments for Social Security for the last two years) this would negatively affect me.

While I am definitely against the proposed rate hike, I must be fair and say that I can understand some adjustment in rates are necessary. I believe that Arizona-American Water is probably quite justified in asking for a rate hike, but not of the scale they have requested. It would indicate to me that the management of the company has not done their jobs properly if they have left their cash flow deteriorate to the point that an 80% rate increase is necessary. If a rate hike greater than 10% is truly required to keep them financially healthy then it should be granted on an incremental bases over a several years.

Charles A. Triplett
Ph. No. [REDACTED]
E-Mail: catsurprise1@yahoo.com

Jennifer Ybarra

From: Shirley [shirjay5@cox.net]
Sent: Wednesday, July 20, 2011 12:37 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: re: Proposed water rate increase in Surprise, AZ

Subject: Proposed water rate 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 it 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.

I am a widow, living alone and on low income status, thus making this extremely difficult for me and I know of others also.

Please consider voting NO on their proposal. Thank you.

**Shirley Temple
Resident of Arizona Traditions, Surprise, AZ.
Widow and low income status.**

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This footnote confirms that this email message has been scanned to detect malicious content. If you experience problems, please e-mail postmaster@azcc.gov
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Arizona Corporation Commission Consumer Inquiry and/or Complaint Form

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

Step 1

Before submitting a complaint to the ACC, please visit this website: <http://www.azcc.gov/divisions/utilities/forms/who.asp> to determine if the Commission regulates the service. If the company is regulated, please contact the company first. If you have already contacted your utility company and are not satisfied with its response, please fill out this form and click to email at the bottom.

Step 2

Reset

YOUR NAME <i>Ken & Judy Wilton</i>	DATE <i>July 17-11</i>
ADDRESS <i>[REDACTED]</i>	PHONE (HOME) <i>[REDACTED]</i>
CITY, STATE, ZIP <i>Surprise AZ 85374</i>	CELL PHONE <i>[REDACTED]</i>
NAME THAT APPEARS ON THE BILL <i>Happy Trails RV Resort</i>	ALTERNATE PHONE (DAYTIME) <i>[REDACTED]</i>
NAME OF THE UTILITY COMPANY <i>AZ American Water Co.</i>	ACCOUNT NUMBER <i>[REDACTED]</i>
E-MAIL ADDRESS <i>Kwilton1946@gmail.com</i>	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input type="checkbox"/>

Step 3

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY:

1. *I have to hand wash my glasses now as the film on them out of the dishwasher is too much. Didn't use to have this issue.*
2. *I wasn't aware of a proposed rate hike. 80+% is criminal.*
3. *I didn't know I was in the Agave Free District.*
4. *I am not in favor of white tanks being included.*

Step 4

Please include copies of any documentation, such as bills, that our office would need to provide a response.

Step 5

Print and Mail to: Arizona Corporation Commission
1200 W. Washington St
Phoenix, AZ 85007

EMAIL FORM

Jennifer Ybarra

From: abachtell@cox.net
Sent: Tuesday, July 19, 2011 8:23 PM
To: Newman-Web
Subject: Docket No. W-01303A-10-0448

I am a customer of Arizona American Water and feel that I was not properly informed of the pending rate increase; if it was mentioned it was in a very subtle way. Until informed by our homeowners association, I really did not realize what an impact it would have on customers who live in retirement communities. Not only will our individual water bills be increased by what I consider an unfair amount, but our homeowner fees will also be increased. I feel that some increase may be necessary as all utilities seem to be raising their rates, but the amount proposed by Arizona American Water is outrageous. We are retired government employees and have not had a cost of living raise for two years yet all services and utilities are being raised every year. At some point very soon this will take its toll on many retired people.

Mary Ann Bachtell
Arizona Traditions
Surprise, AZ

Jennifer Ybarra

From: Theshoedog@aol.com
Sent: Tuesday, July 19, 2011 3:53 PM
To: Newman-Web
Subject: Water rate increase

My wife and I are retired and on a fixed income. We are struggling now to pay our bills and the water rate increase the commission has requested will create an extreme hardship. I request that you vote nay on this issue.

Thank you,
Anthony and Sandra Pancamo

Jennifer Ybarra

From: jcoz13@cox.net
Sent: Tuesday, July 19, 2011 9:38 AM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Docket No. W-01303A-10-0448

Dear Commissioner,

We would like to take this opportunity to address the proposed rate increase by Arizona-American Water Co.

We first became aware of this rate increase when we received a notice from our HOA. To our knowledge, we were not notified by Arizona-American of the water treatment center that they built or the proposed rate increase. Also, we did not know that we were in the Agua Fria Water District or that this increase would affect us.

We live in Arizona Traditions, which is an adult community. We are on a fixed income and an increase of more than 80% would be a great financial hardship. We have not received a cost of living allowance through Social Security for a few years and our pension will not reflect a COLA for the next 30 years! Any increase will not only affect our own utility bills but will also be reflected in our HOA dues.

Another concern of ours deals with foreclosed homes, both in Arizona Traditions and in Surprise itself. Any financial institutions who are keeping up the landscaping of these homes will more than likely cut off the water. This will cause an even greater decline in property values and in the integrity of our neighborhoods.

We respectfully request that the Corporation Commission take into consideration the above concerns, which are shared by our neighbors and friends in our community, and by our family members who live in other subdivisions in Surprise. None of us can afford water bills that are increased by 82.89% and everyone must realize that water is not a luxury, it is a necessity of life.

Thank you for your attention to this matter.

Respectfully submitted,

Janice and Thomas Cosgrove


Surprise, AZ 85374


Jennifer Ybarra

From: Dimas, Eddie [Eddie.Dimas@FleetPride.com]
Sent: Tuesday, July 19, 2011 6:19 AM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Arizona American Water

I am sending you this e-mail in regards of Arizona American Water. They are requesting a rate hike more than 80%! I will not be able to attend the August 17th hearing. But I would like to send you my complaint on this hike. During this harsh economy making living very hard for all of us, I do not understand how anyone can expect us customers to pay even more? As this is going on, home owners are still losing their homes. This just doesn't make sense! Instead of passing their expense on to us, maybe they should start cutting spending on their end first! Arizona American Water should do a better job of announcing their planned rate hike? Let's do this right! Stop passing the over spending and bad decisions on to us! The Customers!

Thank You,
Eddie Dimas

Jennifer Ybarra

From: ericandash@netzero.net
Sent: Monday, July 18, 2011 5:48 PM
To: Newman-Web
Subject: AZ American Water

Dear Commissioner Newman,

I am writing you today th my concern over the rate increase that AZ American Water is proposing for the August 17, 2011 meeting for the city of Surprise. I moved to Surprise two years ago with my husband and children and love the are: however, my concern with this rate hike is that we are a single income family. I lost my job two years ago previous to our move and with the economy in dire straits I chose to be a homemaker to eliminate daycre costs. We also chose to be a single vehicle family because two payments isn't feasible. This rate increase will not only stress my family, but many families who are similar situations as we are. A rate increase couldn't come a worse time, when families are struggling to feed their families, pay their mortgages, etc...and I also understand the need for water, water shortages, and so on, but this is no the time for a rate increase. So I urge you along with the other Commissioners to please vote "no" for the Az American Water rate increase for the benefit of the families of Surprise. Thank you for your time.

Sincerely,

Ashley Lane-Clark

Jennifer Ybarra

From: Barb Scollick [barb_mahjonng@yahoo.com]
Sent: Monday, July 18, 2011 4:50 PM
To: Newman-Web
Cc: Pierce-Web
Subject: Water rate increase

I live in Happy Trails and was unaware what water district we were in. Also, did not know there was to be an increase. Please reconsider your proposal. Sincerely, Barbara Scollick

Jennifer Ybarra

From: Nick Patean [ngpatean@yahoo.com]
Sent: Monday, July 18, 2011 1:55 PM
To: Newman-Web
Subject: AZ Water bill hikes

Dear Sir

It came to my attention from my HOA that American water wants to raise our water rates

which will affect most of Surprise. The rate increase will be more than 82% and this, I believe will also increase our HOA fees. I work in Real Estate, and I must say that this is not the time to do this, especially when people are going through a tough economic time and trying to hang on to their homes. I think this will have a reverse effect, where more people will continue to just walk away from their homes as their financial obligation increase. Once they foreclose on their homes, I would like to know how is American Water going to collect the water fees from these people.

Regards,
Nick Patean

Jennifer Ybarra

From: kircherw@cox.net
Sent: Saturday, July 16, 2011 7:26 PM
To: Newman-Web
Subject: docket no. W-01303A-10-448

Dear commissioners,

PLEASE help us and do not let this 80% water hike go through! We totaly live on our Social Security. This hike would also raise our HOA fees.

This would be such a hardship on us. We were never notified of this raise, except through our Community association.
Can you please help us.

William and Georgie Kircher
Arizona Tradtions in Surprise,AZ

Jennifer Ybarra

From: Sue Peterson [sister.sue@cox.net]
Sent: Friday, July 15, 2011 3:59 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Az American Water Rate Increase

Reference to the Docket No. W-01303A-10-0448

To Whom it may concern:

I am a homeowner in Arizona Traditions and must admit that I was not aware of the impending 80% plus rate increase being requested by Arizona American Water Company and am concerned that it has been kept somewhat under the covers for those who will be effected. If it had not been for my Homeowners Association, I would not have been aware of the huge increase being requested.

I am retired and on a fixed income and have had no social security raise in the last two years and do not understand how a company can even feel justified in asking the kind of rate increase this company is requesting. This will cause a double impact on me by not only increasing my water bill but also my HOA fees.

I was not aware that I am in the Agua Fria Water District as nothing I have references that in any way. I also was unaware of any public hearing regarding this. I do not feel that this issue has been properly covered with the majority of the people who will actually be affected by it and am certainly not in favor of such a huge increase all at one time. I would agree to a reasonable increase but do not see where 80% plus is reasonable by any standard that I have to live by.

A concerned citizen.

Frances Suzanne Peterson

Jennifer Ybarra

From: mary-ted58@juno.com
Sent: Friday, July 15, 2011 3:07 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Arizona American water increase

Dear Arizona Corporation Commission Member:

We are writing concerning the proposed increase in water rates by Arizona American. To paraphrase an old saying, "Poor planning on their part should not constitute a crisis on our part". From the time this process began there should have been oversight, to keep the plan affordable for the public which ultimately pays the cost one way or the other.

To build with the "hope" of future dollars from hook up fees was foolish and irresponsible. That would be akin to my building a million dollar home with the hope that a relative would die and leave me money to pay for it. I believe it was their gamble and they lost. To now put this burden on the backs of mostly retired people with fixed incomes is really out of line. It is time we began making people responsible for their own decisions, good or bad, and therefore I strongly oppose a rate increase for Arizona American customers. Please vote NO!!

Sincerely,

Mary & Ted Meade
Torrance Ln
Surprise, AZ 85387

Jennifer Ybarra

From: Norm [nkrentz@telus.net]
Sent: Friday, July 15, 2011 1:27 PM
To: Newman-Web
Subject: Arizona Water

Dear Sir.

I understand AZ water is asking for an 80% increase in rates that will affect the taxpayers of Surprise and that the request is now before the commission.

I'm writing this note to ask you to ensure there is due diligence done with respect to cost and profit. I know concerns have been expressed by the residents of Sun City Grand with respect to the increase, not only for residential water rates, but HOA fees as well. 80% is a significant increase and in my mind there is some question as to why there hasn't been a gradual increase over the years (are they trying to pay off recent capital projects with one major on-going rate increase).

If a company requires this kind of an increase in one year, there is something lacking in terms of planning.

I'm really just asking that this issue be given your attention and a fair analysis for the residents of Surprise.

Thankyou very much,

Norm Krentz


Surprise AZ 85374

Jennifer Ybarra

From: Dottie Liddell [arizwolf7@yahoo.com]
Sent: Thursday, July 14, 2011 3:40 PM
To: Newman-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

Jennifer Ybarra

From: nancy crawford [njcrawford44@yahoo.com]
Sent: Thursday, July 14, 2011 3:57 PM
To: Newman-Web
Subject: Water Rate Hike

The water rate increase of 82% is unconscionable and outrageous! If this company was treating the water to everyone's satisfaction, like softening it, that may be a different story. Because they want to sell to a Canadian company, they want it to look viable. We cannot sit back and let things like this happen to the middle class. If the CEO is making \$2 million a year, something is very wrong with this picture! They're probably asking for 80% hoping to get 40%, which is still outrageous; 10% may even be high. My \$50 bill goes to \$90 for one month of water? Come on. I didn't pay this much for three months of water in VA and we had soft water! Please don't let this happen to the many seniors and young families starting out. Perhaps we should look into another water company.

Thank you for your consideration regarding this matter.

Nancy Crawford of Surprise, AZ

Jennifer Ybarra

From: Bob Lowry [rlowry6@cox.net]
Sent: Thursday, July 14, 2011 4:27 PM
To: Newman-Web
Subject: Water rate increase

My wife and I live in Arizona Traditions. We live on a fixed income and we will be really hurt if this 80% rate increase is passed on to us. Please do not allow this to happen. Vote against it. Thank you,
Robert and Charlene Lowry

Jennifer Ybarra

From: Debbie Siggard [deb.siggard@gmail.com]
Sent: Wednesday, July 13, 2011 5:01 PM
To: Newman-Web; Burns-Web; Kennedy-Web; Stump-Web; Pierce-Web
Subject: No Surprise Water-rate Increase!

Dear Commissioners,

I was surprised and saddened to hear that there is a proposed 82% water-rate increase for those residents of Surprise in the Agua Fria Water District. In an area that has been hit extremely hard by the economy already, this could be devastating. With our houses already worth half what we paid for them, how can we be expected to now come up with double the money for our water as well? And this, no doubt, will lead to higher HOA fees as well. It seems only the homeowners end up paying for bad decisions. The banks report record profits and now the water district expects to recover the money for its poor planning and overreach. This can only lead to more foreclosures and bankruptcies; we can only be bent so much before we break. The water district can't just pass the buck on; it needs to take some responsibility for its decisions. Please do not approve this increase.

Sincerely,

Debbie Caldwell

Surprise resident

Jennifer Ybarra

From: pdtponz@aol.com
Sent: Wednesday, July 13, 2011 5:57 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Proposed Water-Rate Hike

I would like to lodge a complaint against the proposed water-rate hike. I live at 16020 N 174th Ave, Surprise, AZ 85388. I have a fixed income, and can not pay an additional \$25 increase plus a increase in my HOA fees. I can't sell my home because I'm under water in my mortgage and it takes every penny to stay out of foreclosure, but if this rate hike takes affect, I'm afraid I will loose my home.

Please consider all the homeowners who can't afford this increase when you make your decision.

Thank You
Ponzetta Poole

resident of Surprise

Jennifer Ybarra

From: bnation3@cox.net
Sent: Monday, July 11, 2011 5:56 PM
To: Newman-Web
Cc: Burns-Web
Subject: 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.

Jennifer Ybarra

From: EHOL1936@aol.com
Sent: Monday, July 11, 2011 8:48 PM
To: Newman-Web
Subject: Arizona American Water

The Arizona American Water Company's request to raise rates almost 83% is outrageous. I am retired and on a fixed income. In today's economy a hike of this magnitude will hurt the already financially strapped residents of Surprise. Many of my neighbors are renters because they can't afford and/or have lost their homes. What is this rate increase based on to justify it? We the citizens of Surprise deserve some answers and some communication about this. I along with others wouldn't have known anything about this had it not been for my HOA mailing some information about it. Please do not approve this request. Lorraine Holland 15654 West Port Au Prince Ln. Surprise, AZ

Jennifer Ybarra

From: Matt Gayman, Scouts [chewbertjr@aol.com]
Sent: Monday, July 11, 2011 10:51 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: AZ American Water Rate Hike

Hello,

I am an concerned citizen, homeowner, and HOA board member of a community in Surprise, AZ.

I live in the development of Roseview (Waddle & Dysart Rd).

I strongly urge you to deny AZ American Water the rate hike that they are requesting.

Our homeowners in Roseview are already suffering severe financial hardships and many of our residents are struggling.

This is not the time to permit a Strong rate hike.

Please consider my suggestions.

Thank you for your time.

Matt Gayman


Surprise, AZ 85379
Treasurer- Roseview HOA
chewbertjr@aol.com

Jennifer Ybarra

From: LOIS PIETKIEWICZ [LOIS5107@COX.NET]
Sent: Monday, July 11, 2011 10:59 AM
To: Newman-Web
Cc: Pierce-Web; Burns-Web; Stump-Web; Kennedy-Web
Subject: Increase in water rate

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

[REDACTED]

Surprise, AZ 85374

[REDACTED]

LOIS51072cox.net

Jennifer Ybarra

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.

[REDACTED]
[REDACTED]
Surprise, AZ. 85379

Jennifer Ybarra

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

Jennifer Ybarra

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 outrageous. This will be an extreme hardship to Surprise residents & with an estimated monthly increase of approx. \$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 reasonable amount & phase in over a period of time.

Jennifer Ybarra

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 barely 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


Surprise AZ 85378
omimelba@gmail.com

Jennifer Ybarra

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,
Herb Streb
Sun City Grand
hstreb@cox.net

Jennifer Ybarra

From: Tango8114@aol.com
Sent: Saturday, July 09, 2011 5:17 AM
To: Newman-Web
Subject: water rate hike concern

I, as a citizen of Surprise Arizona have great concerns about an almost 83% water rate hike. I think they in no way justify this. I believe it is because of the proposed sale of the company that they wish to get higher rates.

As a customer of Arizona American water, I believe this rate hike is a burden to families already trying to keep their homes and pay their property taxes as well as hoa fees that will most certainly go up. This rate hike is not needed not justified and will hopefully not be approved by you

Thank You

Valorie Poff
Surprise, AZ

Jennifer Ybarra

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

[REDACTED]

Surprise, AZ 85374

[REDACTED]

Jennifer Ybarra

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?

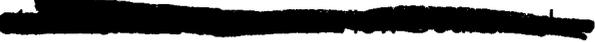
It is understandable that we would be facing some increase in costs in the years to come, but it is not reasonable to impose this large of a one time increase on a business and household population that is already strapped with many uncertainties such as the job market, social security restrictions,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

Jennifer Ybarra

From: Mickey Effinger [mickeyeff@cox.net]
Sent: Friday, July 08, 2011 9:31 AM
To: Newman-Web
Subject: Water rate increase

I am a Senior Citizen who has been blasted with increases on everything, yet no increase in pension or Social Security. How do these firms expect people to keep up with their demands for more money? Why is the increase necessary? What will they do with the monies? How will it improve my water?

I vote "NO" to the increase.

Jennifer Ybarra

From: Lake2sun@aol.com
Sent: Friday, July 08, 2011 11:16 AM
To: Newman-Web
Subject: proposed 85% increase in water 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 that 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

Jennifer Ybarra

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

Dear Mr. Newman,

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

Jennifer Ybarra

From: David Lichtinger [dlichtinger@cox.net]
Sent: Thursday, July 07, 2011 8:07 AM
To: Newman-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

Jennifer Ybarra

From: Helen Marshall [mailto:mail2helenm@yahoo.com]
Sent: Thursday, July 07, 2011 8:09 AM
To: Newman-Web
Subject: Water Hike hearing concerning Az Am H2O for Surprise area--Over 80% increase too much!

Jennifer Ybarra

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

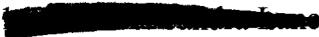
Dear Ms. Burns, Ms. Kennedy, Mr. Newman, Mr. Pierce, and Mr. Stump:

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
ljpanici@gmail.com

Jennifer Ybarra

From: Bud Walsh [bwalsh2@cox.net]
Sent: Thursday, July 07, 2011 1:37 PM
To: Newman-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

Jennifer Ybarra

From: Clyde Hewette [clydehew@cox.net]
Sent: Thursday, July 07, 2011 1:41 PM
To: Newman-Web
Subject: Water rate increase

We oppose an 80% increase in water rates --- A reasonable amount would be understandable, but an 80% increase is overkill --- Please be reasonable !!!

Clyde & Mary Nell Hewette
Arizona Traditions

[REDACTED]
Surprise, Az 85374
[REDACTED]

Jennifer Ybarra

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

Jennifer Ybarra

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
Arizona Traditions
Surprise, AZ

Jennifer Ybarra

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
[REDACTED]
Surprise, AZ 85374
rwheelr51@hotmail.com
[REDACTED]

Jennifer Ybarra

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
pepnien@prodigy.net

Jennifer Ybarra

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



Surprise, AZ 85374

randolphyvonne@hotmail.com

Jennifer Ybarra

From: Paul & Jane Larson [pauljanelarson@yahoo.com]
Sent: Thursday, July 07, 2011 8:23 AM
To: Newman-Web
Subject: water rates

We do not want to see an increase in water rates at the level they are asking!
I think a 10 % increase would be sufficient....
Would be nice if we seen a 80% increase in our paychecks.
We want to conntinure living in Surprise Traditions but if we see increases like this we will no longer
be residents as we can not afford it.

Paul Larson

Jennifer Ybarra

From: Patrizia/Phillip [4raess@gmail.com]
Sent: Wednesday, July 06, 2011 10:27 AM
To: Newman-Web
Subject: Re: Greer Ranch South residents - Arizona American Water Rate Increase Request

Commissioner...I would like to express my concern and dissatisfaction over the proposed water hike increase. 80-83 % is truly unbelievable and unfair.

Thank you.

On Wed, Jul 6, 2011 at 9:47 AM, <dtalley@rossmar.com> wrote:
Wednesday, July 6, 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%.

Arizona American Water is asking the Arizona Corporation Commission, which regulates utility rates, to approve the increase. Approximately 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%.

The Corporation Commission plans a public hearing on the rate increase August 17, 2011.

Please review the attached documentation on how to contact the Corporation Commission to voice your concerns over the requested rate increase. Be sure to inform neighbors and friends that may also be affected by the increase and contact your local representative and the Corporation Commission with your thoughts and concerns.

Attachments:

Please click on the link below to open the attachment. In some browsers, you may need to right-click on the link and select [Open in New Window] to download.

[633 Greer Ranch South AzAmerican rate hike0611.pdf](#)

Jennifer Ybarra

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.

Jennifer Ybarra

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

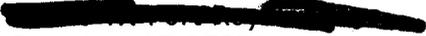
Coyote Lakes HOA President

Jennifer Ybarra

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 85379

Jennifer Ybarra

From: Ken Schortgen [ken_schortgen@yahoo.com]
Sent: Tuesday, July 05, 2011 11:47 AM
To: Newman-Web
Subject: water increase

Dear Sir,

I find the proposed rate increase for water to be extremely high and considering they are not providing new quality or a better product I find the proposed rate hike ludicrous.

Ken Schortgen


Surprise, AZ 85374

Jennifer Ybarra

From: darrell bradley [darrellbradley@gmail.com]
Sent: Tuesday, July 05, 2011 12:11 PM
To: Utilities Div - Mailbox
Cc: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Proposed Arizona American Water Water Increases

Docket No. W-01303A-10-0448
Proposed Arizona American Water Increases

My wife and I purchased our lot and built our home 6 1/2 years ago here in our beautiful community of Sun City Grand. We decided to retire in a community such as this for all the beauty and amenities it afforded us. We have enjoyed Surprise and supported all aspects of this fast growing community. However, it has come to our attention that the Arizona American Water Company is trying to influence this Commission into agreeing to a horrendous rate increase to off set their "gambling" endeavor. We will not support this and hope that you will take the following into consideration before making a ruling:

- 1) We were never informed of this proposed rate increase by Arizona American Water. We are learning of this proposal now through our HOA. We would strongly urge that public hearings be held so that both homeowners and small business could voice their concerns with this issue. We would ask that several members of the Commission conduct these hearings.
- 2) I find it appalling that the City Council of Surprise was not even aware of this proposed increase. This is further proof that this company has never notified any of us...including the city of Surprise.
- 3) If the commission does in fact allow this to happen, this will increase both homeowners and business' bills by approximately 80%. This would mean an average of \$25 per month increase in our water rates and over a half a million for our HOA, which will also cause increases in our association annual dues. This will also have a debilitating effect on the working families of Surprise who have suffered job losses as well as many of them being currently "under-water" with their home values. This extra burden may be enough to push many of them out of our beautiful city.

Arizona American Water is the nations largest publicly owned water company and currently services 30 states and 15 million people....

This company took it upon themselves (they "gambled") that the growth in Surprise Arizona would become a gold mine for them in the near future, so *they* invested \$63 million dollars in this plant....not at the request of the Surprise community or city council, but they did it for greed !

I spent 40 years in upper management of a large corporation and understand that companies must sometimes take a chance in order to increase revenues down the road. There is no way that any community in the United States would come to my company's rescue if we had built a store (with costs far greater than \$63 million) and the economy tanked and no one came to shop. We could not ask the community to pay for that store could we???

Arizona American Water is absolutely no different and we do not have to support their folly !!!

Thank you for your consideration and concern for our community.

Darrell & Jennifer Bradley


Surprise, Arizona 85387

Jennifer Ybarra

From: DOUGLAS G BOGARD [firemn2@msn.com]
Sent: Friday, July 01, 2011 9:53 AM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: American Arizona Water Rate Increases

Hi

I am a homeowner in Surprise, AZ. and want to voice my concern over the large increase in water rates being proposed by American Arizona Water. I ask that you monitor this process closely and try to maintain reasonable and prudent rates.

Thank You
Douglas Bogard
[REDACTED]

Surprise, AZ 85379