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RECEIVED

Bruce B. Cox

[REDACTED]  
Surprise, AZ 85387

Arizona Corporation Commission

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AZ CORP COMMISSION

July 22, 2011

DOCKETED  
Ms. Sandra D. Kennedy, Commissioner

Arizona Corporation Commission

Commissioners Wing

1200 W. Washington

Phoenix, AZ 85007-2996

DOCKETED BY

Dear Ms. Commissioner

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

My wife and I live in the Agua Fria Water District, and we oppose the Arizona American Water (AAW) filing for an incredible 84% increase in our monthly water bill. As retired citizens of your community, we live on a relatively fixed income which would be *very significantly* impacted if the AAW filing was granted in any meaningful way.

We understand that there was an agreement made whereby the City of Surprise (in anticipating a large increase in the population of the city) encouraged Arizona American Water to build a larger water treatment plant. Moreover, the company was assured of a pay back of the construction costs via fees from the (anticipated) new developers. When the recession and depressed housing made its presence known in 2008, why did AAW persist in building the new facility? I'd call it a poor management decision. Now that the expected swell in the population has not taken place, apparently the company has turned to its older customers to pay the bill...

... but there's a whole lot wrong with their desperate decision.

At no time were the folks who live in the Agua Fria District expected to pay for the *whole* cost of building the plant. Never! It has been acknowledged by the company that Agua Fria's draw down on the new facility would only be 11%. Why wasn't this taken into consideration? What kind of mathematical formula did they use to come up with their absurd 84%. Yes, yes. You and I both know that utilities always ask for more than what they expect to get, but the spread from 11 to 84 is onerous and usury in nature.

Another thing that bothers me about the company's filing has to do with the charge *ad nauseum*. As I understand what they're asking for, they want to raise our rate by 84% FOREVER! There appears to be no cutoff. We are not just being asked to pay for their mistake in continuing to build *this* treatment plant. No. They want us to pay for it over and over. That's unconscionable.

A very troublesome consideration has to do with this 100 year water fee which has been paid by each of the homes in this development. That money went to: 1) prove that the aquifer below us would support us for at least 100 years; and 2) the development of wells and accompanying storage tanks and piping of water to our individual homes. That's knowledge of which I, as a prudent homeowner, want to be assured. I don't mind paying for that one bit.

However, something happened during the last 12 months or so. I began to notice a change in the quality of the water. My wife pointed out that the dishwasher was no longer cleaning the dishware, and the plastic glasses were turning a pale white. Upon inquiry, I was told that the water company was switching over to water from the Central Arizona Project (CAP). Please note: I had to ask; they didn't tell me in any bill enclosure nor special mailing that I can recall.

The water was exceedingly hard. Prior to my discovery that we were getting CAP water, I bought a new dishwasher thinking, mistakenly, that the staining of our glasses was due to some fault in the washer. Man, was I wrong. Then, in order to neutralize this CAP water, I finally ended up paying another \$3795 that I didn't have to get a special all-house water softener... which, until CAP came into my house uninvited, I didn't need. My expectation on the 100 year fee was that our wells would continue to deliver acceptable soft water from our wells not only for our lifetime, but for our childrens' as well.

There's another so-far hidden cost which we who live in Surprise's developed suburbs will be forced to pay, I'll bet. Our developed neighborhood is very proud of its landscaping (which has won state-wide awards) and our golf courses. My wife and I believe in xeroscape; we practice it in our front and back yards. While I'm not a golfer, I must admit to finding it pleasing to see at least bits of green here and there as one drives our streets. I know for a fact that we pay through the nose for that ardent pleasure to the tune of a very fat annual six figures. If any part of this requested increase goes through, our development's water costs will practically *double*. Guess where *that* money's going to come from! I know those guys in Pasadena could care less about the consequences we Arizonans must face, but we do and you must.

Please, please deny this rate increase.

Sincerely,

A handwritten signature in black ink that reads "Bruce B. Cox". The signature is written in a cursive style with a large, stylized initial "B".

Bruce B. Cox

July 21, 2011

Ms. Sandra D. Kennedy  
Arizona Corporation Commission  
1200 W. Washington – 2<sup>nd</sup> Floor  
Phoenix, Arizona 85007

Dear Ms. Kennedy,

We are NOT in favor of the rate increase asked for by the Arizona-American Water Company.

We are retired and have not had a raise since 1996, when we retired. As you know, money is at a premium for us now, and this rate increase would drastically affect us. We can barely afford what we are being charged now.

Your attention to this matter would be greatly appreciated.

Sincerely,

*Richard Lettie*  
*Virginia Lettie*

Richard and Virginia Lettie

  
Surprise, AZ 85388