

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone: 2011 JUL 28 A 10: 50

Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Opinion No. 2011 - 97371

Date: 7/27/2011

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Linda

Arizona Corporation Commission

Account Name: Linda Price

DOCKETED

Home: (000) 000-0000

Street:

JUL 28 2011

Work: (000) 000-0000

City: Surprise

CBR:

State: AZ Zip:

DOCKETED BY

*[Signature]*

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3109

Nature of Complaint:

7/26/11 E-Mail correspondence received:  
Reference: Arizona American Water Docket No. W-01303A-10-0448 \*\*\*\*\*OPPOSED RATES\*\*\*\*\*

From: Linda Price [mailto:  
Sent: Tuesday, July 26, 2011 6:56 PM  
To: Hearings Division  
Subject: COMMENTS: Arizona America Water Hearing W-01303A-10-0448

Arizona American Water stated the average water bill in the Agua Fria Water District is \$30 per month and the increase for the average water bill would be \$25.00. That's 82%. Seriously! Our water bill is \$98.00 per month during the summer months. An 82% increase would be \$80.00 per month for a total of \$178.00 per month for water. That is unacceptable.

AZAM Water built a water treatment facility based on the real estate bubble which collapsed. The predicted growth in this water district did not materialize; the company over built its capacity based on faulty information. It is unfair to expect the home owners to pay for their poor business decision. An \$80 increase per month is not fair and equitable and is not affordable for our family.

The Agua Fria Water District is an area where growth has been rampant for the past 10-12 years. These new home developments are almost exclusively HOA communities. So, in addition to the individual meter expense, the expense to our HOA will increase and subsequently our HOA dues to maintain the development's landscape. So we will see an increase greater than 82%. Unacceptable!!!

I work for the Dysart Unified School District and 19 of our buildings are in the Agua Fria Water District with an expected annual increase in the cost of water of approximately \$1M. This is school funding that would be taken away from the education of our communities' students.

Please do not approve this rate increase.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Recap:

82% increase to individual home owners  
Home owners will bear additional cost for increase in rates to HOAs  
Poor business decision made by AZAM Water  
Takes funding away from communities' students

Linda Price

Surprise, AZ  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

7/27/11 Comments entered for the record and docketed. \*\*\*CLOSED\*\*\*  
\*End of Comments\*

**Date Completed: 7/27/2011**

**Opinion No. 2011 - 97371**

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