

W-01303A-10-0448

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97422

Date: 7/28/2011

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

Complaint By: First: Douglas M Last: Walsh

Account Name: Douglas M Walsh

Home: (000) 000-0000

Street: -----

Work: (000) 000-0000

City: Surprise

CBR: m

State: AZ Zip:

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3109

Nature of Complaint:

7/27/11 E-Mail correspondence received:

Reference: Arizona American Water Docket No. W-01303A-10-0448 \*\*\*\*\*OPPOSED RATES\*\*\*\*\*

From:  
Sent: Tuesday, July 26, 2011 1:14 PM  
To: Hearings Division  
Subject: AZ American Water Rates Increase

Arizona Corporation Commission  
**DOCKETED**

JUL 29 2011

DOCKETED BY

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL  
2011 JUL 29 / P 2:05  
RECEIVED

Please delete my address  
before forwarding E-mails.  
Highlight it - then click delete

When Satan is knocking at your door,  
simply say, 'Jesus, could You please get that for me.

"I intend to live forever...so far, so good." - Steven Wright  
Ladies and Gentlemen:

As a very concerned Surprise resident and customer of Arizona American Water, I sit here attempting to formulate this email. I can assure you, I am extremely shocked and in a state of disbelief, that any utility could ask for a 10 or 15% rate increase, let alone an 80% gouge! I am close to 70 years old and my wife is approaching 67. We are both retired and on a fixed income. I have lived in a number of states, and am already wondering why our water bill is so high here. I have never paid more than \$50+ for a water bill, anywhere I've lived. But being in such an arid area with very little rainfall, I guess I do understand the rationale behind our current water bill rates. I do not, however, believe ANY utility has the right or authority to have such an exorbitant and greedy rate increase as what Arizona American Water is requesting. They might as well ask for 100%-it doesn't sound any more ridiculous than the 80% rate hike. I, and I am sure, many or all of the current customers of this utility, are asking you, as the deciding agency, to disapprove such an incredulous and heart-stopping request. I believe an approval would cause no end of problems for both Surprise residents and various

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city vendors.  
Sincerely,  
Douglas M Walsh

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"I intend to live forever...so far, so good." - Steven Wright  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

7/28/11 Comments entered for the record and docketed. \*\*\*CLOSED\*\*\*  
\*End of Comments\*

**Date Completed: 7/28/2011**

**Opinion No. 2011 - 97422**

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