

Antonio Gill

Arizona American Water

W-01303A-10-0448

In Opposition

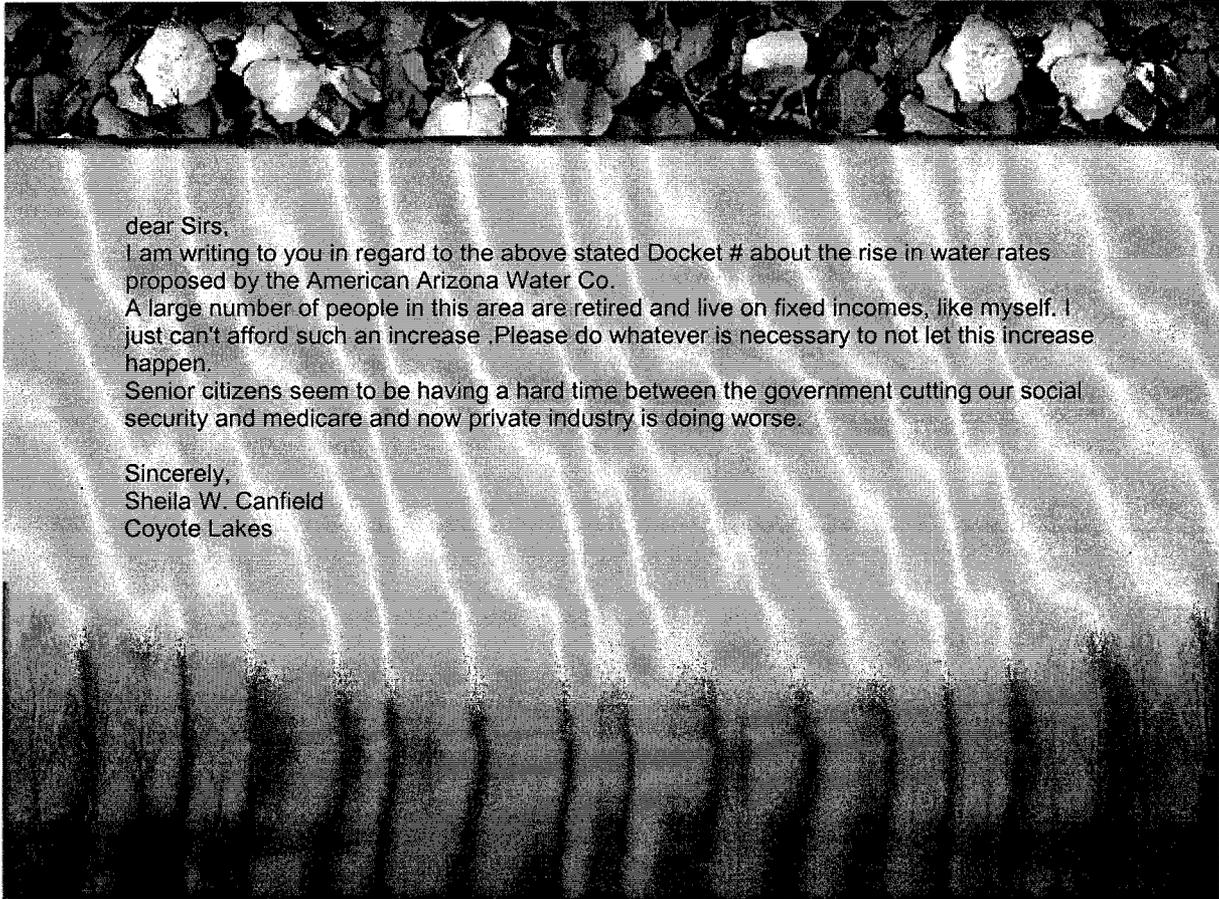


0000128029

From:
Sent:
To:
Subject:
Attachments:

Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Docket#-01303A-10-0448
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ORIGINAL



dear Sirs,

I am writing to you in regard to the above stated Docket # about the rise in water rates proposed by the American Arizona Water Co.

A large number of people in this area are retired and live on fixed incomes, like myself. I just can't afford such an increase. Please do whatever is necessary to not let this increase happen.

Senior citizens seem to be having a hard time between the government cutting our social security and medicare and now private industry is doing worse.

Sincerely,
Sheila W. Canfield
Coyote Lakes

Arizona Corporation Commission
DOCKETED

AUG 3 2011

DOCKETED BY

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2011 AUG -3 A 11:38

RECEIVED

Antonio Gill

From: Dean DeWitte [deanaz@cox.net]
Sent: Tuesday, August 02, 2011 3:30 PM
To: Pierce-Web
Subject: ARIZONA CORP. COMM

We can't afford any increases in our water bill and HOA fees.

The price of food alone has put a stress on our budget.

An increase in water will just get us that much closer to foreclosure.

I hope you will do the right thing and deny Arizona American Water their request for an increase.

Thank you, Dean and Terry DeWitte

Antonio Gill

From: john nease [jnease15@hotmail.com]
Sent: Tuesday, August 02, 2011 10:40 AM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Az American Water rate hike

My name is John Nease. I have and continue to be a resident of Surprise for the past 6 years. I am writing to you, the members of the Corporation Commission, to voice my displeasure in learning that Az American Water is seeking an 82.89% rate increase to supply water to Surprise. Not only will my water bill go up an average of \$25.13 per month but my homeowners association dues will go up another 12.5% to cover the additional costs of watering and maintaining common areas in the neighborhood.

Due to economic circumstances, my wife lost her job for over a year and my pay was cut by my employer in order to stay in business. My wife has been back to work now for about 8 months but believe me with my pay cut and her job loss we really had to tighten the belt to continue paying our house payment and other bills. We have never made a late payment or tried to short sell our house to get out from underneath our obligations. I really can't believe that a company can be mismanaged badly enough to create a need for an almost 90% rate increase when the unemployment rate in Az is still over 9% and people continue to lose their houses day after day. My wife and I had to find ways to honor our obligations with far less income. We didn't get to go to anyone and ask for 90% off our bills so we could survive or to ask that somehow we get 90% more income to assist in the cost of living.

I work for a company that supplies goods and services to collision repair facilities in Maricopa and Pinal County and if we raised our prices to our customers by 90% we would be out of business. Hopefully you folks do the right thing and send a message to Az American Water that this type of rate increase is not tolerable.

John Nease

Antonio Gill

From: Clarice Reed [claricereed@gmail.com]
Sent: Monday, August 01, 2011 4:10 PM
To: Newman-Web
Cc: Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Docket No. W-01303A10-0448

DOCKET No. W-01303A-10-0448

We did NOT receive any notice from the Arizona America Water Company informing us of a rate increase and we did not have knowledge that we were in the Aqua Fria District.

I would like to register my complaint with the Arizona Corporation Commission concerning a possible rate raise of 82.89%.

**Thank you,
Clarice Reed**

--
Clarice Reed
Associate Broker
HomeSmart

Antonio Gill

From: Sue Penney [sr2penneys@yahoo.com]
Sent: Monday, August 01, 2011 8:44 AM
To: Pierce-Web
Cc: apierce@azcc.gov

Residents are being hit with rate increases on all utilities at a time when social security does not increase to help offset those costs. Please do your very best to keep increases at a minimum for all the people who can't afford rate hikes. We see that utilities are making record profits, that does not seem to warrant an increase for all of us who are making no profits.

Antonio Gill

From: biddruck@cox.net
Sent: Sunday, July 31, 2011 6:10 PM
To: Pierce-Web
Subject: Docket NO. W-01303I-10-0448

July 31, 2011
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007
Re: Docket NO. W-01303A-10-0448

Members of the Board

My wife and I are both retired and living on a fixed income. We bought our home from Standard Pacific in Cortessa Development 3 years ago. When the cost of homes were higher. We have had to make many changes in our life style to stay in our house.

This increase that Arizona American Water is asking for is outrageous. They made a bad decision when they built the treatment plant. Now they are asking us to pay for it. It's wrong and they should not be granted the rate-hike. It should be dropped and reopened for discussion.

Also we knew nothing of this rate-hike until it was brought to our attention at the home owners meeting and every one I've spoken to is saying the same thing. We were also surprised to find out that we are in the Auga Fria water district.

Please consider the impact this will have on all the home owners.
Sincerely,

Russell J. Druckenmiller

Waddell, Arizona

Antonio Gill

From: DAVID and JEANNE ARMSTRONG [strongarm128@msn.com]
Sent: Saturday, July 30, 2011 2:58 PM
To: Pierce-Web; Gary Pierce; Kennedy-Web; Sandra Kennedy; Newman-Web; Paul Newman; Bob Stump; Burns-Web; Brenda Burns; Stump-Web
Subject: Rate increases by all utilities:

Ladies and Gentlemen of the Arizona Corporation Commission,
I am writing to you today to request that you deny the requested 83% water rate increase by AZ American Water that will coming before you soon. It is nothing short of outrageous that a rip-off like this could be presented with a straight face, Tell them to cut the games and come back when their sanity returns. If they had not made a terrible business decision, there would be no need for such an outlandish request. To recoup on the White Tanks water facility should NOT be incorporated into our monthly water bill as it will remain there forever. The assessment for this facility should be a separate part of the monthly bill until it is paid off. Further, the recovery of this investment should be spread out over a long period of time so as to cause minimal economic harm to all the rate payers in the Aqua Fria water district. The irresponsible people running A.A.W. only want to pump up the bottom line so they can maximize the profit they will realize from selling the company to a foreign country. This brings me to another item that the Commissioners need to explore in depth. I don't care if Canada is "our northern neighbor", they are STILL a foreign country. I fear that once we start down this path, there will be more selling off of our vital infrastructure to foreign investors who may not have our best interests at heart. I am adamantly opposed to selling off things such as water rights to foreign entities no matter who they are.

This brings me to my third point. I urge the A.C.C. .to deny APS and Southwest gas "rate decoupling." This is a great deal for the utilities, but a VERY bad deal for the rate payers! The grounds these utilities use for this request is that, due to customer conservation measures, they are selling less electricity and natural gas. To put it politely, what a bunch of nonsense! Both of these utilities also have reduced costs as they do not have to generate or transport as much product. If conservation measures continue to cause less use of electric and natural gas, these companies may even be able to mothball some of their facilities.

Remember, the individual rate payer really takes the hit when a rate increase is granted. We pay more in our individual bills and quite possibly more in HOA fees and local taxes. Businesses will also pass on the cost of higher utilities bills. We look to you elected officials on the AZ Corporation Commission to look after the best interests of the individual rate payers and not the utilities. They have legions of lawyers and accountants to watch out for them. I will be attending all the meetings in Surprise along with many other residents to voice my opinion to your representatives. I hope that you all take heed and do the right thing on this difficult issue.

David L. Armstrong
Surprise, AZ

Antonio Gill

From: Lillical@aol.com
Sent: Friday, July 29, 2011 11:25 AM
To: Pierce-Web
Subject: Proposed increase in water rates

I recently heard about a proposed water rate hike amounting to about 80%. I am a seasonal land owner in Surprise, and find this proposal--made when seasonal owners are typically elsewhere, and requested during a time when the effects of a fiscal recession and incentives for real estate ownership are at a record breaking low--seems unconscionable!

Further, I have been unable to find any thorough rational or justification for the proposal, including comparisons, usage information, supply information, and legal/contractual information, etc.

Surely, these and other factors should lead your Commission to a negative vote on the rate-hike request, and, if nothing else, a delay until all parties can become fully informed.

I hope this helps...

Cal Mathews
HTR #1088

Carol K. & David G. Stevens
● Surprise, AZ

July 29, 2011

Paul Newman, Commissioner
Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007

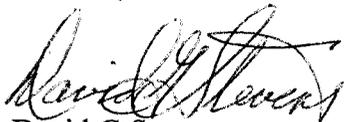
RE: Docket No. W-01303A-10-0448
Arizona American Water Company Rate Increase Request

We have lived in Sun City Grand for over 11 years and have never seen a map or been made aware that we are in the Agua Fria Water District! We were recently informed by our homeowner association that if Arizona-American Water Company's requested water rate request is approved by the Arizona Corporation Commission, our water bill could increase by over 80%! The homeowner association notice is the first time we have had any communication regarding both the increase and that we are in the Agua Fria District! Not only will our personal water bill increase, it will also increase our homeowner association dues in order to cover Sun City Grand's water use!

We do not believe we should pay for AAW's error in judgement for a multi-million dollar surface water treatment plant that was built for future customers, not existing residents. It is unfair for AAW to charge its existing customers when the purpose of this new facility was for future customers and currently not in full use because of their miscalculations.

Please reject AAW's request!

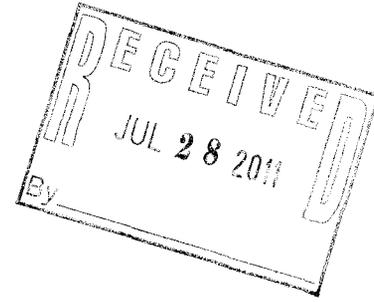
Sincerely,


David G Stevens


Carol K. Stevens

CC: Brenda Burns, Commissioner
Bob Stump, Commissioner
Sandra D. Kennedy, Commissioner
Gary Pierce, Chairman ✓

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



Dear Arizona Corporation Commission,

I am writing to complain about the 82% hike in water rates that the water company is proposing in Surprise. Have you ever heard the saying about "kicking someone when they are down?" Who asks for a hike of this magnitude!? *Who in today's economy can afford ANY hike, much less THIS KIND OF HIKE!* It means an increase to both the water bill of each individual and also a hike in their HOA fees as well.

Arizonans have suffered with drops in their home values in recent years beyond comprehension. I purchase my house just a year and a half ago and it has already dropped in value \$40,000. And that is AFTER the big decline of the previous 5 years. Does the water company want to force even more homeowners to walk away from their homes in the next 5 years? With these kind of increases, that is exactly what will happen. I am on Social Security Disability and have a fixed income where I barely pay the \$60 per month to the water company now after I get done paying \$175 per month to the electric company. And that is keeping the thermostat on 85 degrees during the day and 87 at night because I cannot afford any higher electric bill!

PLEASE, PLEASE, PLEASE think about what will happen to the residents in Surprise that cannot afford these increases! I am not a well-off Sun City Grand resident, I am a 54 year old, disabled person on oxygen. I do not qualify for any assistance. I make too much on Social Security Disability and live with my elderly mother. Are you kidding me, an 82% raise in water prices when Social Security (and most private sector workers) have not had a raise in 3-4 years!

DO NOT APPROVE A PRICE HIKE IN WATER RATES, PLEASE!!!!!!

Christie L Howard

Christie L. Howard

Surprise,

RE: DOCKET NO. W-01303A - 10-0448

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



Dear Arizona Corporation Commission,

I am writing to complain about the 82% hike in water rates that the water company is proposing in Surprise. Have you ever heard the saying about "kicking someone when they are down?" Who asks for a hike of this magnitude!? Who in today's economy can afford ANY hike, much less THIS KIND OF HIKE! It means an increase to both the water bill of each individual and also a hike in their HOA fees as well.

Arizonans have suffered with drops in their home values in recent years beyond comprehension. I purchase my house just a year and a half ago and it has already dropped in value \$40,000. And that is AFTER the big decline of the previous 5 years.

Does the water company want to force even more homeowners to walk away from their homes in the future? With these kind of increases, that is exactly what will happen. I am a retiree on Social Security and have a fixed income. And so is my neighbor. I can barely pay the \$60 per month to the water company now after I get done paying \$175 per month to the electric company. And that is keeping the thermostat on 85 degrees during the day and 87 at night because I cannot afford any higher electric bill! I am suffering this heat in my home to be able to afford to pay my utility bills and then the water company comes along and asks for an 82% hike!!???

PLEASE, PLEASE, PLEASE think about what will happen to the residents in Surprise that cannot afford these increases! I am not a well-off Sun City Grand resident, I am a 76 year old, retiree on Social Security living with my disabled daughter. I do not qualify for any assistance. I make too much on Social Security. Are you kidding me, an 82% raise in water prices when I have not seen ANY raise in my Social Security in 3 years!?

Plus it would mean an increase in the HOA fees too!

DO NOT APPROVE A PRICE HIKE IN WATER RATES, PLEASE!!!!!!

Vilma M. Heflin

Vilma M Heflin

Surprise, .

July 25, 2011

Arizona Corporation Commission
Commissioners Wing
1200 W Washington
Phoenix, AZ

To: Commissioners
Paul Newman, Brenda Burns, Gary Pierce, Bob Stump and Sandra D. Kennedy
From: Arizona Traditions Residents
Donna Dykstra and Vincent Immordino
Re: Docket #W-1303A-10-0448

Dear Commissioners:

It has recently come to our attention there is a possible increase in our water rates of 80%; this is an exorbitant amount. As we are both retired and in our later years, this would create a big burden on us since we are on a fixed income and everything is going up. As you must realize, the residents at Arizona Traditions as well as other senior communities in our area will all be affected.

We implore you to reconsider this enormous hike. We were not informed by American Water of this raise in rates; and when we heard that Agua Fria was going to increase rates we were not informed this included our water district. Had our community newsletter not informed us, we still would be in the dark.

Thank you for considering our request for a reduction or no increase at all at this time.

Sincerely ,

Vincent Immordino



Donna Dykstra



Ralph Wirebaugh

Surprise,
July 25, 2011

Chairman Gary Pierce
Commissioner Brenda Burns
Commissioner Sandy D. Kennedy
Commissioner Paul Newman
Commissioner Bob Stump

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

REF: DOCKET NO. W-01303A-10-0448

Dear Chairman Pierce and Commissioners:

I am writing you to oppose the proposed rate increase by Arizona American Water for Sun City Grand portion of Surprise Arizona amounting to approximately 83%. Outrageous! You and your Commission have a Constitution charge to enable a Utility provider to earn a fair and reasonable return on investment. By proposing such a rate increase Arizona American Water seems to believe Sun City Grand should pay for their Management mistakes.

I understand that Arizona American Water took a chance on building a large water treatment plant in the West Valley in anticipation of serving thousands of new homes planned in the area. This would have paid AAWC handsomely if the housing balloon hadn't burst slowing construction to a near standstill. Hardly makes sense for Sun City Grand to bare the brunt of management faulty foresight.

AAWC has exhibited bad faith to those of us in Sun City Grand. The proposed rate increase application had been submitted before my HOA and our City Council was aware of this until word had leaked out after the application was submitted. The AAWC obviously believed an uproar would

Ralph Wirebaugh

July 25, 2011

Page 2

have been substantial to they took what can be described as a shady method of filing the rate increase. I believe the housing boom will pick up after we the economy gets more settled and producing again. It will simply be a little later than AAWC anticipated. Still no reason to smack the people in Sun City Grand with an 83% rate increase. We have already paid for our water infrastructure when we brought our homes in Sun City Grand.

I urge you and your fellow commissioners to disapprove the application of Arizona American Water and any others that attempt to make the residents of Sun City Grand carry a heavier burden for utility rates. An increase on the residents will further mean in increase in costs for our HOA increasing there charge as well.

Thank you for your support.

Sincerely,

A handwritten signature in cursive script that reads "Ralph Wirebaugh". The signature is written in black ink and is positioned below the word "Sincerely,".

Ralph Wirebaugh

John and Carole Soine

Surprise, AZ 85374

26 July 2011

Gary Pierce, Chairman
Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007

Dear Chairman Pierce,

It has come to my attention that Arizona American Water has applied for an 82% increase in the rate charged for water use in Surprise, AZ.

While I don't object to a 'reasonable' increase, I find this increase to be exorbitant this time in our present economy. Not only will it nearly double my home water bill, but it will substantially increase my ADA fees as well.

Please consider a more reasonable increase if absolutely necessary. If they really need an 82% increase have them spread it out over 3-4 years.

Sincerely,

John T. Soine
Carole Jean Soine

Antonio Gill

From: Tom McClintock [twm65@cox.net]
Sent: Tuesday, July 26, 2011 3:57 PM
To: Pierce-Web
Cc: Judymc20@aol.com
Subject: Arizona Water rate hikes

Please do NOT support the rate hikes that Arizona Water (a privately owned company) plans on requesting from the Commission. A increase of 82% is not justified. They needed the increase because of errors that they made in future capital investments. The growth in Surprise did not match their investment. Their non existent notification to their customers is shameful and they should be taken to task by the Commission.

Tom McClintock

Antonio Gill

From: Dee [azdbac@cox.net]
Sent: Tuesday, July 26, 2011 7:29 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Az American Water Rate Hike Request Of 82.89%

I live in Coyote Lakes and was just recently informed of this pending rate increase. I just don't understand how council members could even consider allowing Arizona America Water to raise their rates when the majority of us homeowners have not had a raise in our salaries in years! Everyone I know has cut costs in every direction that is possible i.e., taking public transportation because of fuel costs, cutting down on groceries, entertainment, dropping cable and yet the costs keep rising.

I turned my water off for two weeks and it did not make a difference in my bill at all! I checked several months and there was no difference....amazing! I called Az Water and got the run around and was told I used the same amount of water as the month prior. I find that odd. When a representative from Az Water came to my home, he told me that I probably had a leak in my drip system. I turned the drip system off and it has not made a difference in my bill.

My point is that most of us are really struggling to maintain and allot of folks have walked away from their homes because of these sort of increases that keep piling up. If Az Water needs more money to maintain, they might want to think about cutting costs from within. They have us over a barrel, we can't survive without water! That is a ridiculous increase! In my mind it is all a game, ask for an outrageous percentage and then when all is said and done, they get half of what they asked for and everyone feels they have won.....

I would really appreciate it (and my neighbors) if the council would refuse this rate increase. These are difficult times for most of us.

Thanks for reading.

Loydene Ried

"Politicians are worse than thieves. At least when thieves take your money, they don't expect you to thank them for it."

Antonio Gill

From: william rodgers [bjr10375@hotmail.com]
Sent: Wednesday, July 27, 2011 6:51 AM
To: Pierce-Web
Subject: Proposed water rate hike

The proposed water rate hike for Surprise, Az is outrageous. There must be a more reasonable alternative at this time.
William C. Rodgers

Surprise,

Antonio Gill

From: Jeff Downing [downing1031@yahoo.com]
Sent: Wednesday, July 27, 2011 10:04 AM
To: Pierce-Web
Subject: Water Rate Increase

Mr. Pierce, I have been made aware of the water rate increase proposed by Arizona American Water Co by my HOA, Sun City Grand. This increase was effectively masked from me by ArizAm by referring to the proposed increase in their bills as the Agua Fria Water District. I was not aware which water district I was in. It seems rather unethical that a business would try to run an increase of such magnitude through the approval process when so many of their users are away for the summer and not scrutinizing bills like they normally might.

My understanding of the affect this increase would have if approved is an average increase to ArizAm customers of 82.89%. I know that businesses are into the game of asking for more than they expect to be approved, but this borders on the ridiculous. In a time of relatively low inflation, a need for this type of increase can only be caused by bad business decisions. It appears that the decision by Arizona American to build the White Tank Water Treatment Plant to the tune of some \$62 million was a bad business decision. But it was just that, A BUSINESS DECISION. The rate payers should not be burdened with paying for the poor decisions of management. This is a responsibility of the investors/owners/stockholders to pay for the decisions of their management. This is the only way business management can be held accountable for it's decisions.

Thank you for allowing me to express my opinion on this matter.

Jeff Downing

Surprise,

Antonio Gill

From: Walt Kearns [walt@wekearns.com]
Sent: Wednesday, July 27, 2011 11:57 AM
To: Pierce-Web; Stump-Web; Kennedy-Web; Newman-Web; Burns-Web
Subject: Docket SW-0 1303A-09-0343

Dear Commissioners,
Gary Pierce, Chairman
Bob Stump
Sandra D. Kennedy
Paul Newman
Brenda Burns

Subject: Docket SW-0 1303A-09-0343

The Compliance Application by Arizona-American Water to deconsolidate the Agua Fria Wastewater District in response to the Commission's Order in Decision 72047 is now before the Commission.

Ordering this application reflects poorly on the Commission for several reasons:

- It is contrary to the Commission's past record of consolidating service areas and gradually equalizing rates;
- There is simply no economic or other benefit to the service provider; this increases its overhead to develop, justify and maintain additional tariffs while gaining no new revenue;
- It costs the affected communities tens, if not hundreds of thousands, of dollars to present their views;
- It pits communities against each other by raising rates 137% for a portion the service district while splitting off a favored portion of the district to get reduced rates.
- It put Commission in the position of choosing winners and losers for no broad public benefit; and
- It gives the impression of political favoritism, tarnishing the Commission's reputation.

Ordering the application is past. What matters is your decision on the applications before you. Approving this application for the balkanization of Arizona-American's service areas would be bad public policy for all the reason highlighted above. It simply makes no sense!

Sincerely,

Walter E Kearns

Sun City West,

Antonio Gill

From: David Clayton [dcl8on@cox.net]
Sent: Wednesday, July 27, 2011 12:03 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: AZ American Water Proposed 80% Rate Increase

I am totally opposed to this rate increase. Raising water rates this much creates a burden on all water users. In my situation, I am on a fixed income (civil service and military retirement and social security). I have not received a COLA increase in 2 years. So my retirement stays the same and rates for water increase 80%? This totally wrong. Please disapprove any rate increase by this overcharging water utility.

Thanks

David D. Clayton

Antonio Gill

From: Myrna [myrnaholdredge@cox.net]
Sent: Wednesday, July 27, 2011 2:12 PM
To: Pierce-Web
Subject: Regarding Docket No. W-01303A-10-0448

Dear Mr. Pierce,

I am a 71 year old woman who lives solely on a total of \$1300 per month Social Security income, and as a homeowner in Arizona Traditions, Surprise, AZ, I am horrified at the prospect of the potential and **ABSOLUTELY APPALLING 80% (EIGHTY PER CENT!)** rate of increase in water rates for the Agua Fria district. That increase, coupled with the associated potential increase in HOA fees, will be absolutely financially devastating to me!

Furthermore, I did not receive notification from Arizona American Water of their proposal regarding this matter, nor was I supplied with any maps indicating that my property was even in the Agua Fria District; therefore, any references to a rate increase in that district would not have alerted me that I could have personally been affected. Also, I was not notified of any public meetings that would have provided information to affected residents on this matter, thus I would have been completely blind-sided by future water bills reflecting those increases, had it not been for the notice of impending changes that our HOA posted.

I implore you, as a commissioner of the Arizona Corporation Commission, to please consider intervening and acting on behalf of citizens like myself to make sure this preposterous increase does not happen!

Thank you for your consideration.

Most sincerely,

Myrna Holdredge

K

7-28-2011

Arizona Corporation Commission,
Gary Pierce, Chairman,
1200 W. Washington St.,
Phoenix, AZ. 85007

Re: AZ-American Water Co.

Docket # 013031-10-0448

Registering a complaint about AZ-American Water and exorbitant water rates planned by this company.

Ever since AZ-American took over billing, seems rates here have steadily risen. My present monthly rate already borders \$50.00 month. My Montana son was shocked at the cost.

I have lived in Surprise, AZ (Sun City Grand) for 13 years. Utilities apparently were set up through Del Webb & Pulte. As a solo resident, not "tech" knowledgeable, I have tried to keep up with changes. Still no computer.

Listening to a recent discussion of AZ-American water costs here it seems there has been faulty planning on the part of AZ-American Co. & perhaps others/plus disparity in many factors, Are we really liable for "Agua Fria" water? How much stored well water was diverted to White Tanks? Why did AZ-American over invest, planning for unbuilt homes/future? residents, in a horrendous overbuilt down market?? "... now try to overcharge original buyers who happen to be in a "convenient location"? How many times do residents get billed for "hook-ups"? Exactly what is "Agua Fria" & how "conveniently inclusive."

When I originally read in the papers about 84+% increase in A-A rates, I thought the confusing report was incomprehensible, and that was some fantastic increase that would certainly be corrected and sensibly portioned out.

Is this another case of lack of information to owners?? MORE cover-up?
to confuse, take advantage of an uninformed, retired, weakened group of individuals who are sometimes puzled upon for trying to regularly pay bills?

Sincerely yours,
Virginia B. Knox

July 22, 2011

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



Dear Commissioners:

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

My husband and I were not informed of the pending increase of 80% by Arizona American Water when it was applied for several months ago. We were recently made aware of this through our homeowner's association.

This will increase our personal water bill. It will also raise our homeowner's association dues.

We were never advised, or provided a map, by Arizona American Water, showing that our water district was part of the Aqua Fria Water District. Any communications/articles referencing an increase would not have alerted us that we may experience an increase.

We are living on a limited fixed income – difficult to pay our bills. Everything is going up – except for Social Security for which there has been no increase for the last two year, with no raise forthcoming for another year.

We understand Arizona American Water asking for a raise. However, in these economical hard times we believe **80% is not justifiable.**

We hope you take the above into consideration.

Sincerely,

Mrs. Marianne Snelten

Surprise, Arizona

Antonio Gill

From: triciak@cox.net
Sent: Tuesday, July 26, 2011 11:49 AM
To: Pierce-Web; Burns-Web; Kennedy-Web; Stump-Web; Newman-Web
Subject: Rate increase

July 26, 2011

Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007

RE: DOCKET NO. W-01303A-10-0448

Proposed - ARIZONA AMERICAN WATER RATE INCREASE

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

As a resident of Surprise, and resident and board member of Western Meadows HOA and subdivision, I would like to address the proposed rate increase for AZ-AM for the following Agua Fria, Mohave and Havasu water districts. I was made aware of this by email from the city of Surprise because I am an HOA board member. . I contacted Sun City Grand's attorney thanking them for their involvement and asking how I could help. They gave my information to Mr. Hewitt who I offered to help him if needed.

The increase is extremely outrageous over 80%. The current base rate that we are charged is severely expensive compared to other companies throughout the valley. In November 2010, the commission approved a rate increase for AZ-AM and now they are proposing another tremendous increase, less than a year later. The Commissions web site has hundreds of complaints from consumers. This should show with the economy people are tired of constant increases and we are all willing to stand up against them.

The increase will be applied to residential, the homeowner associations and commercial (businesses) throughout these areas. As a board member for my association, I took it upon myself (personally) to put packets together regarding the increase. I gathered information using resources and links from various web sites. I wrote a 2-page flyer which included links and information and included copies of recorded documents from www.azcc.gov, along with commissioners phone numbers, email addresses, Surprise City Council members web site, phone numbers, email addresses and the media information so they can contact. I made 241 packets for my subdivision with my own resources. I copied and my husband helped me distribute to homeowners in our subdivision

At our (Western Meadows), board meeting on Thursday July 7, 2011 only the Property Manager for AAM was aware of this proposed increase the other members were not. I presented them with copies of emails and documents I'd copied explaining the impact it would be for each homeowners water bill and then what it would do to our budget for the association and the impact of the increase for the HOA. Thus, it would mean a large increase in our HOA dues per quarter.

The original newspaper article referred to Anthem, and Sun City areas, now we find out that the Agua Fria District encompasses Surprise. I understand that the plant in question is not operating at capacity. Building the plant was with an "expected" population increase in the west area due to the increased real estate market. The housing "bubble" burst long before the

plant was built. Arizona American Water Company continued to build it. They planned on future profits from charging builders set up fees per lot. This would in turn, be passed on to each home buyer. This did not happen with the real estate market collapse in the valley.

The proposed increase for residential water bills will be over \$24.00 per month, for the associations the increases for their water bill will be astronomical. Our subdivision Western Meadows with small common areas for the 241 residents that 83.46% will mean changing a current budget of \$24,095 for 2011 to over \$44,000.00 for 2012. This means raising quarterly dues possibly from \$164.00 a quarter to well over \$190.00 or more per quarter in 2012. With 20% of vacant, in foreclosure, bank owned, small claims for non-payment the remainder of the homeowners are expected to carry the costs. Include rate increases given to APS, Southwest Gas, Cox Communications and other's in this economy has cause homeowners financial hardship. This and the job market is the reason for homeowners who walk away from their homes.

--
Tricia

Antonio Gill

From: Arlene Hanna [arhanna@cox.net]
Sent: Tuesday, July 26, 2011 11:31 AM
To: Pierce-Web
Subject: Ariz American Water

The requested increase in water rates by Ariz American water is staggering. Why so much???

Arlene Hanna Surprise, Az.

Antonio Gill

From: Karen Gullish [karengullish@yahoo.com]
Sent: Tuesday, July 26, 2011 1:05 PM
To: Pierce-Web
Subject: Water Rate Hike...

"Council concerned about Az American water rate hike request; ACC sets new hearing date in Surprise"

Are you kidding me??? We all are having a difficult time at paying our bills without this CRAZY rate hike for the water...

DO NOT APPROVE this request for a rate hike in our water...

Thank you,
Karen Gullish

Antonio Gill

From: shadow2221@cox.net
Sent: Tuesday, July 26, 2011 1:19 PM
To: Newman-Web
Cc: Burns-Web; Stump-Web; Kennedy-Web
Subject: Re: Docket No. W-01303A-10--448

Re: Docket No. W-01303A-10--448

> Dear Arizona Corporation Commission,

I am writing to voice a complaint about the 82% hike in water rates that the water company is proposing in Surprise. Have you ever heard the saying about "kicking someone when they are down?" Who asks for a hike of this magnitude!? Who in today's economy can afford ANY hike, much less THIS KIND OF HIKE! It means an increase to both the water bill of each individual and also a hike in their HOA fees as well.

>

> Arizonans have suffered with drops in their home values in recent years beyond comprehension. I purchase my house just a year and a half ago and it has already dropped in value \$40,000. And that is AFTER the big decline of the previous 5 years. Does the water company want to force even more homeowners to walk away from their homes in the next 5 years? With these kind of increases, that is exactly what will happen. I am on Social Security Disability and have a fixed income where I barely pay the \$60 per month to the water company now after I get done paying \$175 per month to the electric company. And that is keeping the thermostat on 85 degrees during the day and 87 at night because I cannot afford any higher electric bill!

>

> PLEASE, PLEASE, PLEASE think about what will happen to the residents in Surprise that cannot afford these increases! I am not a well-off Sun City Grand resident, I am a 54 year old, disabled person on oxygen. I do not qualify for any assistance. I make too much on Social Security Disability. Are you kidding me, an 82% raise in water prices when Social Security (and most private sector workers) have not had a raise in 3-4 years!

>

> DO NOT APPROVE A PRICE HIKE IN WATER RATES, PLEASE!!!!!!

> Christie Howard

>

> Surprise, AZ

Antonio Gill

From: vheflin@cox.net
Sent: Tuesday, July 26, 2011 11:53 AM
To: Newman-Web
Cc: Burns-Web; Stump-Web; Kennedy-Web

Dear Arizona Corporation Commission,
I am writing to complain about the 82% hike in water rates that the water company is proposing in Surprise. Have you ever heard the saying about "kicking someone when they are down?" Who asks for a hike of this magnitude!? Who in today's economy can afford ANY hike, much less THIS KIND OF HIKE! It means an increase to both the water bill of each individual and also a hike in their HOA fees as well.

Arizonans have suffered with drops in their home values in recent years beyond comprehension. I purchase my house just a year and a half ago and it has already dropped in value \$40,000. And that is AFTER the big decline of the previous 5 years.

Does the water company want to force even more homeowners to walk away from their homes in the future? With these kind of increases, that is exactly what will happen. I am a retiree on Social Security and have a fixed income. And so is my neighbor. I can barely pay the \$60 per month to the water company now after I get done paying \$175 per month to the electric company. And that is keeping the thermostat on 85 degrees during the day and 87 at night because I cannot afford any higher electric bill!

PLEASE, PLEASE, PLEASE think about what will happen to the residents in Surprise that cannot afford these increases! I am not a well-off Sun City Grand resident, I am a 76 year old, retiree on Social Security. I do not qualify for any assistance. I make too much on Social Security. Are you kidding me?

An 82% raise in water prices when I have not seen ANY raise in my Social Security in 3 years!?

Plus it would mean an increase in the HOA fees too!

DO NOT APPROVE A PRICE HIKE IN WATER RATES, PLEASE!!!!!!

Vilma M Heflin

Surprise, AZ

Antonio Gill

From: Ron Saleker [rsaleker@cox.net]
Sent: Wednesday, July 27, 2011 2:39 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: SW Gas G-01551A-10-0458 RE:Rate increase and Decoupling

Please pardon my cc everyone. I am a stroke victim and doing this with one finger.

I am against this request. If granted will see my utility rates increase plus my Sun City rec center fees will go up.

Not only that but as will have additional income due to tying together usage and efficiency. For those of us on fixed incomes we already have to make hard decisions on what necessities we will do without. Why can't the utilities learn how to live within their means. Why should I be forced to decide between food, medication, or the utility when it comes time to pay the bill.

Ron Saleker

Arizona American Water
W-01303A-10-0448
In Opposition

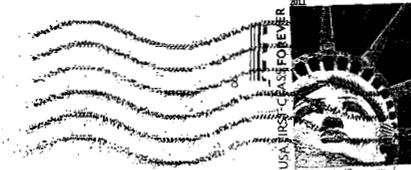
Mr. Larry Templeton



PHOENIX AZ 850

★ SUPPORT OUR TROOPS ★

sent... Lomaki Pueblo and others... well preserved... hard to believe their builders moved on 700 years ago. Today's warm, arid climate and sparse vegetation make it hard to believe that a large agricultural community once spread across this volcanic plateau.
Photographer - Tom Danielsen

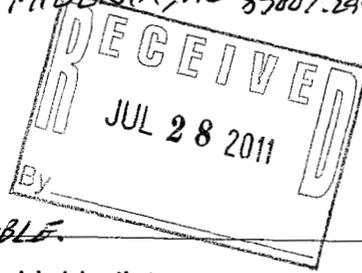


DEAR COMMISSIONER:

AS A RESIDENT OF SUN CITY GRAND
I AM AGAINST PAYING AN 8% INCREASE
FOR A WATER SERVICE JUST BECAUSE
~~WE~~ ~~BUILT~~ A WATER TREATMENT PLANT
BUILT FOR HOUSES THAT WERE NOT BUILT. YOU
SHOULD NOT GIVE US AN 8% INCREASE
ALSO BECAUSE WE CAN ONLY HAVE
11% OF THE WATER IF WE NEEDED IT.
PLEASE PREVENT THIS PROJECT FROM
BEING CHARGED TO US. FROM GREENWAY
IMPACT SOUTH WOULD BE MORE REASONABLE.

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ARIZONA CORP. COMM.
COMMISSIONERS WING
1200 W. WASHINGTON
PHOENIX, AZ 85007-2996



www.impactphotographics.com

Larry Templeton