

ORIGINAL

COMMISSIONERS
GARY PIERCE - Chairman
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ARIZONA CORPORATION COMMISSION

August 17, 2011

To: Docket Control

RE: Arizona American Water Company - Customer Comments
Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 10 customer comments OPPOSING a rate increase and/or consolidation in above cases.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

AUG 17 2011

DOCKETED BY

AZ CORP COMMISSION
DOCKET CONTROL

2011 AUG 17 P 3:37

RECEIVED

SW-01303A-09-0343
W-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97840

Date: 8/15/2011

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

Complaint By: First: Robert Last: Churchich

Account Name: Robert Churchich Home:

Street: Work:

City: Sun City West CBR

State: AZ Zip: 85375 is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins Contact Phone:

Nature of Complaint:

Dear Commissioners:

My wife and me are very concerned about the deconsolidation mentioned in dockets SW-01303A-09-0343 and W-01303A-09-0343.

We are retirees who spend winters in Corte Bella and have considered moving full time to Corte Bella. We understand that the deconsolidations mentioned in the dockets will result in monthly increases of \$40.00 for waste water and \$25.00 for water. With our static income, we cannot tolerate these increases. I'm very concerned that the Corte Bella homeowners association will be impacted as well which will cause an increase in our monthly dues.

Cost increases, such as these, may cause us to sell our home and leave Arizona.

Thank you for your consideration and attention to this matter.

Respectfully,

Robert Churchich
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/15 -- opinion entered into database and will be docketed in named docket.

CLOSED

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 8/15/2011

Opinion No. 2011 - 97840

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97882

Date: 8/16/2011

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

Complaint By: First: **Greg** Last: **Fischer**

Account Name: Greg Fischer

Home: (000) 000-0000

Street: n/a

Work:

City: Surprise

CBR: gregory.fischer@comcast.n

State: AZ Zip: n/a

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3109

Nature of Complaint:

Regarding: Proposed wastewater rate increase to Agua Fria - Dockets SW- 01303A-09-0343 and W-01303A-09-0343.

I would like to express my disbelief in the water bill increases that have been proposed to those of us that have invested our lives and future into our community's. This is a tremendous blow to be blindsided with even having a slight increase, let alone the degree or percentage of increases you are proposing and it being a necessity for life. I find it hard to believe people such as yourselves have any clue on the doubt and disappointment this has caused to everyone who lives and is invested in the area. If you have any conscience or regard for your fellow man and woman, you will really reconsider any thought of making any changes or increases and taking this whole to a level we do not want to go.

In regards to the other docket: W-10303A-10-0448 (Corte Bella)

The same thing rings true, no or a little increase during these time let alone if times were good, would not be acceptable.

Please fight for the right thing to do and not just give in.

Thank you for your time,

Greg Fischer
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/16--opinion entered into database and will be docketed in 09-0343
(will make separate entry for 10-0448)
End of Comments

*****CLOSED*****

Date Completed: 8/16/2011

Opinion No. 2011 - 97882

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97864

Date: 8/15/2011

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

Complaint By: First: Dennis & Sharon Last: Ladwig

Account Name: Dennis & Sharon Ladwig

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

My name is Dennis Ladwig and I own a residence at 12733 W Nogales Drive, Sun City West, AZ, 85375 (Corte Bella). I am in Arizona for the months of October, November, and January - April. I have watched my watch bills increase each year since my purchase in August, 2005.

Now Arizona Water is proposing increases to the water bill and wastewater that are not acceptable for Dennis and Sharon Ladwig who are retired and living on Social Security. We have not had an increase to our social security for the last two years and in 2012, we do not expect an adjustment in 2012.

We find it very difficult to understand that these increases favor another Community in Arizona (Anthem) over Corte Bella. This decision should be a win-win for both Communities and not a lose-lose for Corte Bella Residents.

Please consider my comments as serious concerns for homeowners of Corte Bella as we struggle to live with the economic issues of the US and our State of Arizona and Wisconsin. In Wisconsin, our Governor made decisions to cut property taxes for future economic growth in Wisconsin. His decision will help Wisconsin to remain competitive. Now as representatives on your Commission, please reach consensus in a fair and equitable manner to allow us to live within our financial ability to live, work, and enjoy the great State of Arizona.

Dennis and Sharon Ladwig
12733 W. Nogales Drive
Sun City, West Arizona 85375. dennisladwig@charter.net

Dennis Ladwig
920.457.4620 Home
920.946.6427 Cell
dennisladwig@charter.net
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/15 -- opinion entered into database and will be docketed in SW-01303A-09-0343 & W-01303A-09-0343

*****CLOSED*****

End of Comments

Date Completed: 8/15/2011

Opinion No. 2011 - 97864

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97907

Date: 8/16/2011

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

Complaint By: First: Edward J. Last: Dupke

Account Name: Edward J. Dupke

Home: (000) 000-0000

Street: n/a

Work:

City: Sun City West

CBR: [REDACTED]

State: AZ Zip: 85375

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: (602) 945-0100 [REDACTED]

Nature of Complaint:

Ladies and Gentlemen of the Corporation Commission -

Please consider this letter in opposition to the proposed deconsolidation of the Anthem / Agua Fria Wastewater district set up nearly 10 years ago and to the usurious rate increase proposed by Arizona American Water in Docket W-01303A-10-0448.

I live in a Corte Bella home with a small lot. Only my wife and I live there. Our children are grown and gone. This February, we incurred a 40% increase in our sewer rates. No changes have been made to our system. There was no tangible evidence of the need for this increase, yet it occurred. My monthly water charge (we have no pool) is already \$125 per month. If you approve the proposed \$18 million annual increase requested by Arizona American Water (Docket Nos. W-01303A-10-0448) and the deconsolidation of the district, my bill will be over \$200 per month. It is my understanding that our neighbors in Sun City West just across Deer Valley Road pay about \$50 per month. Something is VERY wrong.

A number of years ago, Pulte sold our water rights to Arizona American Water. This scam inflated the cost of providing water to us. It should not be allowed to continue. If Arizona American Water paid too much to Pulte, that cost should be written down to current value as evidenced by the cost paid by Sun City West residents. Now, Arizona American Water is about to be sold for a new inflated price that will theoretically drive up our cost again. Nothing has changed but the costs are being artificially inflated.

Further, it is not realistic that the cost of water in the Agua Fria district should be significantly higher than the cost of water in Anthem. If sewer lines and infrastructure have to be built 30 miles north, that cost has to be greater than comparable facilities in the Agua / Fria district. It does not make sense that wastewater rates in the Agua / Fria district should increase 140% while anthem rates increases only 15%.

As an Arizona Certified Public Accountant, I urge you to look carefully into the overall cost of this system. Much like the inflated costs and spending being perpetrated by our Federal government, these costs are substantially out of line. Water cost is water cost is water cost and inflated numbers shouldn't be allowed to taint the true

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

numbers. In the 2010 election, three of you were elected to "watch out" for consumers and to be our first line of defense against inflated numbers. We expect you to do your job. If you need assistance analyzing the numbers, I volunteer to assist you and I am certain we could find other CPAs to help.

Thank you for considering the serious issues discussed in this email and for your service to our state.

Edward J. Dupke, CPA/ABV/CFF, ASA
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/16 -- opinion entered into database and will be docketed in 09-0343
End of Comments

*****CLOSED*****

Date Completed: 8/16/2011

Opinion No. 2011 - 97907

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 97874

Date: 8/16/2011

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

Complaint By: First: David & Marcy Last: Keppy

Account Name: David & Marcy Keppy

Home

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

David and Marilys Keppy

Sun City West AZ 85375

Docket No. SW-01303-A-09-0343 and S-0130-A-09-0343

Dear Commission Members,

My wife and I, as customers of the Arizona American Water Co. feel we must protest the proposed Deconsolidation of districts as set forth in the above referenced dockets. It seems as though we are beset with large increases from AAWC on a regular basis. A nominal increase based on inflation is expected but this kind of an increase is not acceptable. Having a monopoly is wonderful for AAWC, but obviously for us it is not good news. We must rely on your good judgement to halt this runaway train.

Being on a fixed income with increases such as this just do not work.

Thank you for your consideration in this matter, I trust good sound logic will prevail.

David and Marilys Keppy

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. SW-01303-A-09-0343 and S-0130-A-09-0343. closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/16/2011

Opinion No. 2011 - 97874

Arizona Corporation Commission Public Comment Form

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

Step 1

This form should be used for public comments pertaining to a specific pending case only. Please be sure to reference the appropriate docket number so your comments are filed in the docket promptly. Please use this link for complaints, inquiries or general inquiries. <http://www.azcc.gov/Divisions/Utilities/forms/ComplaintForm.pdf>

Step 2

RESET FORM

YOUR NAME ELIZABETH STAHL	DATE 08/09/11
ADDRESS	PHONE (HOME)
CITY, STATE, ZIP SUN CITY WEST, AZ 85375	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: SW-01303A-09-0343 and W-01303A-09-0343	DOCKET NUMBER SW-01303A-09-0343
CASE OR UTILITY NAME Anthem/Agua Fria Wastewater District	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
E-MAIL ADDRESS	

Step 3

ENTER YOUR COMMENTS HERE:

PLEASE DO NOT deconsolidate the current Anthem/Agua Fria Wastewater District. Doing so will result in extreme hardship for the remaining participants. This would have a huge impact on our budget.

Thank You

P.S. TRIED TO E-MAIL (I DON'T THINK IT WORKED)

please do not deconsolidate the current Anthem/Agua Fria Wastewater District. Doing so

Arizona Corporation Commission

Public Comment Form

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

Step 1

This form should be used for public comments pertaining to a specific pending case only. Please be sure to reference the appropriate docket number so your comments are filed in the docket promptly. Please use this link for complaints, inquiries or general inquiries. <http://www.azcc.gov/Divisions/Utilities/forms/ComplaintForm.pdf>

Step 2

RESET FORM

YOUR NAME Anne & Steven Repecki	DATE Aug 10, 2011
ADDRESS	PHONE (HOME)
CITY, STATE, ZIP Sun City West, AZ	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: SW-01303A-09-0343 W-01303A-09-0343	DOCKET NUMBER 09-0343
CASE OR UTILITY NAME Arizona American Water-Aqua Fria Wastewater District	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
E-MAIL ADDRESS	

Step 3

ENTER YOUR COMMENTS HERE:

If this proposed wastewater and water increase goes through, it will put a financial burden on us. Having a monthly water bill comparable to the electric bill would put us over the edge and force us to contemplate leaving Arizona. The average person, whether they are retired or still working does not receive these extreme increases in their monthly incomes. A 139% wastewater increase and a 82.9% increase in water usage is astronomical and UNFAIR to Cortez Bella residents. This deconsolidation is unwarranted and costs should be divided equally among All The Water Districts. Thankyou.

~~If this proposed wastewater and water usage increase goes forward it will put a financial b~~

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97906

Date: 8/16/2011

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

Complaint By: First: **Ronald & Susan** Last: **Lidskin**

Account Name: Ronald & Susan Lidskin

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR: [REDACTED]

State: AZ Zip: 85375

is: E-Mail

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

Sirs:

As a Corte Bella resident, my wife and I are totally against the deconsolidation proposal. It would create an additional hardship on us and a deterrent to selling our home when the time comes. We are voicing our concerns in the matter in the hopes that it will reach your ears to take appropriate action and not approve the deconsolidation.

Thank you,

Ronald and Susan Lidskin

(this msg sent under separate cover than complaint form which had no verbiage on it, only personal info)

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/16--opinion entered into database and will be docketed in 09-0343.

*****CLOSED*****

End of Comments

Date Completed: 8/16/2011

Opinion No. 2011 - 97906

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97888

Date: 8/16/2011

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

Complaint By: First: Sam Last: Himes

Account Name: Sam Himes

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Sun City West

CBR: [REDACTED]

State: AZ Zip: 85375

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

no opinion in print; since he's written, I presume he is against the deconsolidation of Anthem/Agua Fria Waste Water District

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/16 -- opinion entered into database and will be docketed in 09-0343.

*****CLOSED*****

End of Comments

Date Completed: 8/16/2011

Opinion No. 2011 - 97888

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97866

Date: 8/15/2011

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

Complaint By: First: Irene J Last: Neveu

Account Name: Irene J Neveu

Home: (000) 000-0000

Street: V

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: 

Nature of Complaint:

Ladies and Gentlemen of the Commission:

The proposed rate increases for both water and wastewater, if the Anthem/Agua Fria Wastewater District is deconsolidated, would impose an undue hardship on my husband and me. I am a resident of Corte Bella, living on a fixed income. Rates for utilities are constantly increasing, as well as food and gas prices, not to mention the cost of living in general. We cannot afford to sell our home.

Please do not make us pay unfairly to offset costs derived from capital improvements by Arizona American Water.

Sincerely,

Irene J Neveu
12911 W Rincon Dr
Sun City West, AZ 85375
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/15--opinion entered into database and will be docketed in both 09-0343 dockets. *****CLOSED*****
End of Comments

Date Completed: 8/15/2011

Opinion No. 2011 - 97866