

COMMISSIONERS  
GARY PIERCE - Chairman  
BOB STUMP  
SANDRA D. KENNEDY  
PAUL NEWMAN  
BRENDA BURNS



ORIGINAL



0000128532

ARIZONA CORPORATION COMMISSION

August 23, 2011

To: Docket Control

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

Arizona Corporation Commission  
**DOCKETED**

AUG 23 2011

DOCKETED BY 

Please docket the attached 27 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

RECEIVED  
2011 AUG 23 P 3:38  
AZ CORP COMMISSION  
DOCKET CONTROL



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

8/22--opinion entered into database and will be docketed in 09-0343.  
\*End of Comments\*

\*\*\*\*\*CLOSED\*\*\*\*\*

Date Completed: 8/22/2011

Opinion No. 2011 - 98188

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 98185

Date: 8/22/2011

Complaint Description: 08H Consolidation - In Favor  
N/A Not Applicable

Complaint By: First: Rick & Karen Last: Tidwell

Account Name: Rick & Karen Tidwell

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR: [REDACTED]

State: AZ Zip: 85375

is: E-Mail

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Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

Dear Commissioner Pierce:

I attempted to place my comments relative to the above cited cases on the public record but could not as your web site 'public comments' section is not functioning. As I do not have a printer I cannot mail them. In any case I hope this email to you, copied to the other commissioners will serve the same purpose.

The proposal by Arizona American Water is an unconscionable increase in cost for a public utility in such a short period of time. Such an immense increase will place undue hardship on many members of this community, many of which, like myself, are on a fixed income.

Our country could not function if each political or community subdivision could "cherry pick" the services and their associated costs and not share the burden with the balance of the community. Imagine if in Arizona, the communities outside Phoenix could free itself from any and all tax support for the urban center of this State. I am sure taxes in Phoenix would skyrocket while the rest of the State would fall. Another example would be taxpayers such as myself being exempted from school taxes since I do not have children in school. We would just let those with school age children carry the burden. No, we all pay school taxes as schools are a key component of our government structure and we would eventually cease to function without them. They benefit us all.

Please reject the above cited petitions and leave rates intact. They are already very high.

Best Regards,

Rick Tidwell and Karen Tidwell  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

8/22--opinion entered into database and will be docketed in 09-0343.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 8/22/2011

Opinion No. 2011 - 98185

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98156

Date: 8/22/2011

Complaint Description: 08H Consolidation - In Favor  
N/A Not Applicable

Complaint By: First: Michael Last: Flax

Account Name: Michael Flax

Home: (000) 000-0000

Street: Corte Bella

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:

Commissioners,

A 139.7% increase in wastewater rates since 2010 and a 82.9% increase in water rates. How can you even consider raises of these amounts? I can't think of a more anti-growth action you can take for Arizona. Arizona's growth is connected to its retirement communities. Who would want to move to a state where they would even consider these type of raises. We have already seen a sharp decrease in our property values which means less property taxes for Maricopa County and your move will ensure the values will continue to go down. You might as well replace the Welcome to Arizona sign with We are not looking for more residents. Your actions will cause the state to lose state income taxes, sales taxes, property taxes and school taxes. Golf is an important industry to Arizona and your actions if approved will put more distress on the state. I ask you to re-consider these anti-growth actions. I have not seen an increase in my pension for two years and you want double and triple digit increases. Michael Flax, Corte Bella resident

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\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/22--opinion entered into database and will be docketed in 09-0343.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 8/22/2011

Opinion No. 2011 - 98156

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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[REDACTED]

[REDACTED]



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

8/22 -- opinion entered into database and will be docketed in 09-0343.  
\*End of Comments\*

\*\*\*\*\*CLOSED\*\*\*\*\*

Date Completed: 8/22/2011

Opinion No. 2011 - 98117

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

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Water service is a monopoly. We must have it and no realistic alternative exists to the service provided by AAW to our community. We find it incredible that such varying rates exist in close proximity throughout the West Valley for the same commodity. We are completely dependent upon the Commission to regulate this service. If these huge increases are permitted and the rapid rises in rates continue, such basics as food, clothing and shelter will be impacted as customers are faced with spending an even larger percentage of available monies for water service.

We are aware that Arizona American Water is seeking to sell its holdings in this area to EPCOR Water (USA). Since the proposed offer by EPCOR is substantially higher than the value of AAW's shares, we ask the Commission to carefully examine this proposed transaction and explore the precise reasons for and timing of these huge increases. They will greatly benefit AAW and the proposed buyer. But they are definitely not in the interests of the customers who face the economic realities of these very difficult times.

My career has been spent serving the public interest. As a founding director of PBS' FRONTLINE investigative documentary series, it seems to me that an exploration of this water regulatory situation could be of significant benefit to clarifying the public understanding of the situation and its public policy implications. My professional experience tells me this situation has the potential for a compelling public service documentary. I think my FRONTLINE colleagues will agree.

We appeal to you as stewards of the public good to protect of our interests through the denial of this deconsolidation proposal .

Sincerely,

Burnill and Diane Clark  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/22 -- Opinion entered into database and will be docketed in 09-0343  
\*End of Comments\*

\*\*\*\*\*CLOSED\*\*\*\*\*

Date Completed: 8/22/2011

Opinion No. 2011 - 98123

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

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 98129

Date: 8/22/2011

Complaint Description: 08H Consolidation - In Favor  
N/A Not Applicable

Complaint By: First: Bruno & Halina Last: Sliwinski

Account Name: Bruno & Halina Sliwinski

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

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Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

Arizona American Water  
Anthem/Aqua Fria Wastewater District

SW-01303A-09-0343

W-01303A-09-0343

August 21, 2011

Con position

We live in the Corte Bella Community. This year, we have already experienced an increase in our water rates. Speaking specifically to my residence, this increase has impacted my current water/sewer bill by approximately \$20 a month or \$240 a year. My current monthly bill is already between \$140 and \$150 per month. Water usage is pretty consistent at 10 T-gal per month. Of that bill \$34.66 is the basic service charge for water service and \$39.84 is the basic service charge for sewer service for a total of \$74.50 or about 53% of my bill which I have absolutely no control over.

Now, Arizona American Water would like to deconsolidate the Anthem / Agua Fria Wastewater District which would result in an increase to my/our wastewater bills by approximately \$40 per month. (\$140 plus \$40 = \$180). In addition, under another docket, Arizona American Water would also like to increase rates for water which would have an average impact of approximately \$25 per month. (\$140 plus \$40 plus \$25 = \$205). Wow! Can you imagine paying \$205 per month (\$2,460 per year) for your water bill? An increase of \$780 per year in addition to the current \$240 per year increase! I can't speak for others but my wages have decreased over the past five years--meaning not only have I not had any raises during the last five years but I've also had to take a pay cut. In fact, on Meet the Press this morning, it was mentioned that middle-class America has experienced a wage decrease over the last ten years--an actual dollar decrease in wages paid!

Where am I going to find the additional monies to pay for this increase? Find a better paying job in a market that

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

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has high unemployment? I already commute over an hour to get to work at my current employer and have no desire to extend that commute to get to the larger companies in Tempe and Chandler. Should I cut my land-line telephone? That's \$30 per month. But the cable company will then find a way to raise my cable rate; after all I won't have "a bundled rate" anymore. Maybe, I could save a few dollars by not flushing the toilet after each use? Should I cut going out to lunch? dinner? Starbucks? or out to a movie? Oh, I've already made those cuts--no movies, no Starbucks, bring lunch to work, and limit out to dinner to once in awhile (usually a chain or fast food restaurant). How about not taking a vacation? No, can't do that either as I stayed home this year-I didn't have any extra money to spend for a vacation. I guess I could take the money out of my mortgage payment. How long do you think the bank will let me do that?

My parents are on a fixed income from social security. No pension from a company. Just social security and what they managed to save over the years. Sure, they will pay all of their bills but at what point does the money run out? Interest rates at the bank are almost nil. The craziness of the stock market has reduced everyone's wealth. Will social security be there for their future? The funds available for day to day living have gone down, yet the utilities want more from the consumer. How can a person living on a fixed income with medical expenses increase their cash flow in this economy?

Hmm. I forgot to mention that not only will this affect our residential rates but it will also increase our HOA fees. After all, a rate increase will also affect how much money comes out of the coffers of the Homeowner's Association which in turn needs to be paid by the homeowners.

And, we live in a golf course community. It is absolutely beautiful! It would be more beautiful if the grass didn't have so many patches of brown (due to the last water increase), but I digress. This community is built around the golf course. How much more will home values decrease if the golf course is no longer green? What if the management of the golf course just walks away because they cannot afford to maintain the golf course?

What about other businesses in the community? Won't they need to also increase the price of their services to cover the additional costs of these rates? There comes a point where businesses can no longer absorb these increases by the utility companies without passing it on to the consumer. How does that affect me? I either pay the price asked or I no longer purchase the service. If a large portion of people decide they can no longer purchase the service, the business will no longer be viable. But the utility company will still be there asking for another rate increase because their revenue is down. Does the term Catch-22 sound familiar?

And lastly, this increase most likely will also affect government entities. Won't that be passed on to the general public in terms of a tax increase?

What other alternatives has Arizona American Water looked into as a way to increase their cash flow? Is the only alternative to raise rates? The economic environment of the past few years has taken its toll on everyone. The utility companies need to take responsibility for the effects of the economy just like every individual person must bear a portion of the burden. I am sure that there are talented people in the finance department who can work with other departments at Arizona American Water to come up with alternative measures that will not affect the consumer in such a drastic manner.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/22--opinion entered into database and will be docketed in 09-0343

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

**Date Completed: 8/22/2011**

**Opinion No. 2011 - 98129**

W-01303A-09-0343  
SW-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 - 98127

Date: 8/22/2011

Complaint Description: 08H Consolidation - In Favor  
N/A Not Applicable

Complaint By: First: Theresa Last: Sliwinski

Account Name: Theresa Sliwinski

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:

Arizona American Water  
Anthem/Aqua Fria Wastewater District  
SW-01303A-09-0343  
W-01303A-09-0343

August 21, 2011

Con position

We live in the Corte Bella Community. This year, we have already experienced an increase in our water rates. Speaking specifically to my residence, this increase has impacted my current water/sewer bill by approximately \$20 a month or \$240 a year. My current monthly bill is already between \$140 and \$150 per month. Water usage is pretty consistent at 10 T-gal per month. Of that bill \$34.66 is the basic service charge for water service and \$39.84 is the basic service charge for sewer service for a total of \$74.50 or about 53% of my bill which I have absolutely no control over.

Now, Arizona American Water would like to deconsolidate the Anthem / Agua Fria Wastewater District which would result in an increase to my/our wastewater bills by approximately \$40 per month. (\$140 plus \$40 = \$180). In addition, under another docket, Arizona American Water would also like to increase rates for water which would have an average impact of approximately \$25 per month. (\$140 plus \$40 plus \$25 = \$205). Wow! Can you imagine paying \$205 per month (\$2,460 per year) for your water bill? An increase of \$780 per year in addition to the current \$240 per year increase! I can't speak for others but my wages have decreased over the past five years—meaning not only have I not had any raises during the last five years but I've also had to take a pay cut. In fact, on Meet the Press this morning, it was mentioned that middle-class America has experienced a wage decrease over the last ten years—an actual dollar decrease in wages paid!

Where am I going to find the additional monies to pay for this increase? Find a better paying job in a market that

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

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has high unemployment? I already commute over an hour to get to work at my current employer and have no desire to extend that commute to get to the larger companies in Tempe and Chandler. Should I cut my land-line telephone? That's \$30 per month. But the cable company will then find a way to raise my cable rate; after all I won't have "a bundled rate" anymore. Maybe, I could save a few dollars by not flushing the toilet after each use? Should I cut going out to lunch? dinner? Starbucks? or out to a movie? Oh, I've already made those cuts--no movies, no Starbucks, bring lunch to work, and limit out to dinner to once in awhile (usually a chain or fast food restaurant). How about not taking a vacation? No, can't do that either as I stayed home this year-I didn't have any extra money to spend for a vacation. I guess I could take the money out of my mortgage payment. How long do you think the bank will let me do that?

My parents are on a fixed income from social security. No pension from a company. Just social security and what they managed to save over the years. Sure, they will pay all of their bills but at what point does the money run out? Interest rates at the bank are almost nil. The craziness of the stock market has reduced everyone's wealth. Will social security be there for their future? The funds available for day to day living have gone down, yet the utilities want more from the consumer. How can a person living on a fixed income with medical expenses increase their cash flow in this economy?

Hmm. I forgot to mention that not only will this affect our residential rates but it will also increase our HOA fees. After all, a rate increase will also affect how much money comes out of the coffers of the Homeowner's Association which in turn needs to be paid by the homeowners.

And, we live in a golf course community. It is absolutely beautiful! It would be more beautiful if the grass didn't have so many patches of brown (due to the last water increase), but I digress. This community is built around the golf course. How much more will home values decrease if the golf course is no longer green? What if the management of the golf course just walks away because they cannot afford to maintain the golf course?

What about other businesses in the community? Won't they need to also increase the price of their services to cover the additional costs of these rates? There comes a point where businesses can no longer absorb these increases by the utility companies without passing it on to the consumer. How does that affect me? I either pay the price asked or I no longer purchase the service. If a large portion of people decide they can no longer purchase the service, the business will no longer be viable. But the utility company will still be there asking for another rate increase because their revenue is down. Does the term Catch-22 sound familiar?

And lastly, this increase most likely will also affect government entities. Won't that be passed on to the general public in terms of a tax increase?

What other alternatives has Arizona American Water looked into as a way to increase their cash flow? Is the only alternative to raise rates? The economic environment of the past few years has taken its toll on everyone. The utility companies need to take responsibility for the effects of the economy just like every individual person must bear a portion of the burden. I am sure that there are talented people in the finance department who can work with other departments at Arizona American Water to come up with alternative measures that will not affect the consumer in such a drastic manner.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/22 -- opinion entered into database and will be docketed in 09-0343

\*\*\*\*CLOSED\*\*\*\*

\*End of Comments\*

**Date Completed: 8/22/2011**

**Opinion No. 2011 - 98127**

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

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

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**Investigator:** Jenny Gomez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2011 - 98064

**Date:** 8/19/2011

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

**First:**

**Last:**

**Complaint By:** Robert M. & Diane M. Olson

**Account Name:** Robert M. & Diane M. Olson

**Home:** (000) 000-0000

**Street:**

**Work:**

**City:** Sun City

**CBR:**

**State:** AZ Zip: 85351

**is:** Cellular

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

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

DOCKET NO. SW-01303A-09-0343 and W-01303A-09-0343  
REFERENCE: Arizona - American Water Company  
RATE CASE OPPOSED

From:

Sent: Thursday, August 18, 2011 10:19 PM

To: Pierce-Web; Stump-Web; Kennedy-Web; Newman-Web; Burns-Web; Utilities Div - Mailbox

Cc: communication@cortebellacca.com

Subject: Docket Nos. SW-01303A-09-0343 and W-013A-09-0343

To the AZ Corporate Commission:

We are responding to the proposed increase in wastewater rates for homes in Corte Bella. The proposed increase in wastewater rates per month is approximately 139.7%.

Corte Bella is a retirement community and our mailing address is Sun City West. We previously owned a home in Sun City West and moved to Corte Bella at the end of 2006. One of the surprises we noticed with our move was the difference in our monthly water bill from AZ American Water. An average monthly water bill from AZ American Water for my home in Sun City West was \$35-40 (total) with wastewater charge per dwelling of \$20.56 with no per unit rate charge. Initially (Jan 2007), my total water bill in Corte Bella was approximately \$100 with wastewater rates of \$16.24 for sewer service and charge of \$2.545 per unit (6 or more units per month).

If we move ahead to Jan 2011, the wastewater rate was \$27.76 for sewer service and charge of \$3.48 per unit. In March 2011, the rates increased to \$39.84 for sewer service and charge of \$4.99460 per unit. Over the past 4 1/2 years, the sewer service rate has increased 145.3% ( $39.84 - 16.24 / 16.24 \times 100$ ) and per unit charger has increase 96.3%. It is interesting to note that Sun City West rates has increased over the past 4 1/2 years only

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

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50.5% (30.96-20.56/20.56 x 100). They are also not charged a per unit rate for wastewater service.

Now you want to increase wastewater rates another 139.7%. We are a retirement community on fixed incomes and having another major increase such as being considered is beyond reason. This proposed increase is unjustified and it appears that AZ American Water is trying to increase their profits at the expense of their customers. Unfortunately, we don't have a choice in another provider. This is why it is important that the AZ Corporate Commission be our voice in controlling rates.

We request that the proposed increase in wastewater rates by AZ American Water for Corte Bella community be denied. We have already experienced a 43.5% in sewer service this year (rate increased from \$27.76 to \$39.84 in March 2011) and 43.5% increase in per unit charge. These increases in utilities provide a hardship for seniors as we are faced with increased expenses without increases in our income. Also, this increase has a negative impact on our community in being able to sell homes as this increase will negatively impact potential buyers. It seems that Corte Bella is being treated unfairly to our neighbors in Sun City West.

Respectively submitted,

Robert M. Olson & Diane M. Olson (Corte Bella residents)

Sun City West  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Noted and filed for the record in Docket Control.  
\*End of Comments\*

**Date Completed: 8/19/2011**

**Opinion No. 2011 - 98064**

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

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our monthly bills. Why should we take all these hard earned savings and give them to the water company?

You were elected to protect our interests, please do so.

Carl & Mary Nasca  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Noted and filed for the record in Docket Control.  
\*End of Comments\*

**Date Completed: 8/19/2011**

**Opinion No. 2011 - 98059**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98066

Date: 8/19/2011

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

Complaint By: First: Gary & Sandy Last: Connelly

Account Name: Gary & Sandy Connelly

Home:

Street:

Work:

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:

DOCKET NUMBERS: SW-01303A-09-0343 and W-01303A-09-0343  
REFERENCE: Arizona - American Water Company  
RATE CASE OPPOSED

From: Sandy Connelly [mailto:

Sent: Thursday, August 18, 2011 2:04 PM

To: Pierce-Web; Stump-Web; Kennedy-Web; Newman-Web; Burns-Web; Utilities Div - Mailbox

Cc: communication@cortebellacca.com

Subject: Docket Nos. SW-01303A-09-0343 and W-01303A-09-0343

Dear Commissioner:

Arizona American Water wants to increase our rates 153% and we'd like your intervention. We live in Corte Bella, and have received notification of wastewater and water increases in our area (the Agua Fria District) while the Anthem area would have a rate decrease. Our water/wastewater bill last month was \$147.73; this for a small home with 2 retired people and no lawn to water. We would be paying another \$50 a month increase with the proposed rates for wastewater and water. We are good citizens, always pay our bills on time and understand the need for increased rates in normal business operations, but this huge increase is unwarranted and unfair. Please deny Arizona American Water's deconsolidation and rate increase requests. Thank you for your consideration.

Gary and Sandy Connelly

Sun City West, AZ 85375

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.  
\*End of Comments\*

Date Completed: 8/19/2011

Opinion No. 2011 - 98066

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

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 98183

Date: 8/22/2011

Complaint Description: 08H Consolidation - In Favor  
N/A Not Applicable

Complaint By: First: Jeff & Pam Last: Ablin

Account Name: Jeff & Pam Ablin

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Sun City West

CBR: [REDACTED]

State: AZ Zip: 85375

is: E-Mail

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Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

AAWC Commissioners

Re: Proposal to De-consolidate Anthem / Agua Fria Wastewater District

As residents of Corte Bella Country Club since 2006, we would like to express our concerns regarding the impact of this proposal. This measure would increase the annual cost per household by 139.7% (\$485) and 82.9% (\$300+) for wastewater and water respectively. This is on top of the doubling of water rates a year ago for Corte Bella residents after a proposed 440% increase that was originally erroneously proposed.

Based on our current rates versus other neighboring communities, it appears that Corte Bella is being unfairly targeted. Many of the residents in this adult community can ill afford another crushing blow on top of the collapse of the housing market and economy.

We would strongly encourage you to deny this proposal. Thank you in advance for your consideration.

Sincerely,

Jeff & Pam Ablin  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/22--opinion entered into database and will be docketed in 09-0343.  
\*End of Comments\*

\*\*\*\*\*CLOSED\*\*\*\*\*

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

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 98186

Date: 8/22/2011

Complaint Description: 08H Consolidation - In Favor  
N/A Not Applicable

Complaint By: First: Susan Last: Biggs

Account Name: Susan Biggs

Home: (000) 000-0000

Street: Corte Bella

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:

DOCKET SW-01303A-09-0343

I am a 5-year homeowner of the Corte Bella community and am VERY concerned about the proposed increase in wastewater bills for all residents. The possibility of at least \$40 more per month (close to \$500 annually) is just not reasonable or fair. That would be a 140% increase in wastewater rates since last year. Unheard of.

I urge you: DO NOT LET THE DECONSOLIDATION OF THE ANTHEM/AQUA FRIA WASTERWATER DISTRICT go through.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/22--opinion entered into database and will be docketed in 09-0343

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 8/22/2011

Opinion No. 2011 - 98186

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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 - 98110

Date: 8/19/2011

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

Complaint By: First: Michael Last: Merriman

Account Name: Michael Merriman

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:

The ACC approved the current makeup of the Anthem / Agua Fria Wastewater District nearly ten (10) years ago. Yet, at the request of Anthem residents, the ACC is now considering a proposal to deconsolidate the District. Deconsolidation will result in a 139.7% increase in wastewater rates for the new Agua Fria Wastewater District and a mere 15.5% increase in wastewater rates for the new Anthem Wastewater District.

The increases will result in serious financial burden for seniors on fixed incomes.

The ACC should not approve deconsolidation under these circumstances.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/19 -- opinion entered into database and will be docketed in 09-0343.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 8/19/2011

Opinion No. 2011 - 98110

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98084

Date: 8/19/2011

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

Complaint By: First: Sanford L & Yvonne Last: Beard

Account Name: Sanford L & Yvonne Beard

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

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:

As residents of Corte Bella, we are very concerned that the proposed district de-consolidation proposal will unreasonably and adversely impact us and our neighbors at Corte Bella. While we can understand a moderate increase in water rates justified by inflation or other moderate cost increases, the increase resulting from this district de-consolidation is neither justified nor reasonable. Many of us are on fixed incomes and cannot absorb this level of increase particularly since it is completely unnecessary. It is simply an attempt by a group of residents at Anthem to limit their exposure to a rate increase at the expense of others. There is no other rationale; there is no other motive. Based upon the information provided by our attorney, our waste water rates would increase 139.7% should this district de-consolidation be enacted. Anthem residents would see an increase of only 15.5%. That means that we would see 9 times the rate increase seen by the group that initiated the district de-consolidation. We respectfully ask that you defeat this de-consolidation proposal.

Sanford L and Yvonne Beard

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

8/19 -- opinion entered into database and will be docketed.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 8/19/2011

Opinion No. 2011 - 98084



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98135

Date: 8/22/2011

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

Complaint By: First: Mark & Linda Last: Sivakoff

Account Name: Mark & Linda Sivakoff

Home: (000) 000-0000

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:

Dear Commissioners,

As residents of Corte Bella in Sun City West we are concerned about 1) our community, 2) our property values and 3) our personal finances with the proposed outrageous increase in our water and wastewater rates. My concerns are as follows:

The proposed rate increases as part of the deconsolidation proposal for the Anthem/Agua Fria Wastewater District for our community are so extreme I can only wonder how it came to pass that our community is expected to absorb a 82.9% increase in water rates ( W-01303A-10-0448), and 139.7% increase in wastewater rates? How are most limited income households supposed to absorb this during otherwise difficult economic times? Should we buy fewer groceries? Or wash our clothes less often??

If an increase is needed, I would like to suggest a rate increase that we can live with, not the proposed rate increases that are not reasonable and would have a negative effect on our community and the residents in Corte Bella!!!!

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

8/22 -- opinion entered into the database and will be docketed in 09-0343

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 8/22/2011

Opinion No. 2011 - 98135

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 - 98152

Date: 8/22/2011

Complaint Description: 08H Consolidation - In Favor  
N/A Not Applicable

Complaint By: First: Dudley R. Last: Dickey

Account Name: Dudley R. Dickey

Home: (000) 000-0000

Street: Corte Bella

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:

My name is Dudley Dickey. My wife and I are residents of Corte Bella. We are senior citizens on a fixed income. We are not able to absorb an increase in waste water rates by 139%. We are appalled at the proposed rate increases for the above-referenced cases.

It is inconceivable that the Commission would suggest that a much larger community, Anthem/Agua Fria Wastewater District, deconsolidate, while increasing the rates on our much smaller community more than 139%.

In addition, the Commission is proposing an increase of 82% in our water rates as part of Docket No. W-01303A-10-0448. We cannot believe the Commission would have the audacity to impose such an increase upon a small, senior citizen community.

In these challenging economic times, we would hope the Commission empathizes with its constituency. Our financial situation, as seniors, would take another negative "hit". How can you morally justify these decisions to implement these rate increases?

We ask the Commission to reject the rate proposals, unanimously.

Dudley R. Dickey  
Corte Bella  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/22--opinion entered into database and will be docketed in 09-0343.  
\*End of Comments\*

\*\*\*\*\*CLOSED\*\*\*\*\*

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98175

Date: 8/22/2011

Complaint Description: 08H Consolidation - In Favor  
N/A Not Applicable

Complaint By: First: Dan & Linda Last: Reynolds

Account Name: Dan & Linda Reynolds

Home: (000) 000-0000

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:

DOCKET SW-01303A-09-0343

We are home owners in Corte Bella and are very much opposed to the projected waste water rate increases. This is totally unacceptable. Had the developer disclosed this potential increase we would have not located to this development. This increase puts a severe hardship on the property owners. We urge you to not allow such an exorbitant increase in today's difficult and challenging economy. Relatively speaking, our cost of water and waste water are already excessive by most standards.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/22 -- opinion entered into database and will be docketed in 09-0343.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 8/22/2011

Opinion No. 2011 - 98175

Aug. 15, 2011

ACC  
C/o Consumer Service Division

To Whom It May Concern;

We have a 2<sup>nd</sup> home in Corte Bella country club and I understand the water rates are to go higher! This would be a hardship on us, especially in this economy! There is a law firm representing Corte Bella- Doc. SW-01303A-09-0343 and Doc. W.

With all the foreclosures and short sales at this time, how can the water company even consider a rate hike so high?! It is absolutely absurd! How dare the utilities company take advantage of the senior's in such a bold move!

This will not be the end of the debate and there will be many more complaints! The real estate in the area is still going down again and the residents cannot sell their homes even if they wanted to! They have lost so much already and the water company just makes the situation worse!

See that all parties involved with this action be given a copy of the complaints!

Sincerely,  
Barbara Glotzer  
Patricia Middel 775 626 2466  
Dorace Allyn  
12928 W. El Sueno Ct.  
Sun City West, Az  
CORTE BELLA COUNTRY CLUB

# 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

|   |  |
|---|--|
| YOUR NAME<br><b>Tom Asmussen</b>  | DATE<br><b>08/18/2011</b>  |
| ADDRESS<br><b>13240 W. Quinto Dr</b>  | PHONE (HOME)<br><b>623-328-9426</b>  |
| CITY, STATE, ZIP<br><b>Sun City West, AZ</b>  | CELL PHONE<br><b>414-870-5969</b>  |
| DOCKET YOU WISH TO COMMENT ON:<br><b>Docket Nos. SW-01303A-09-0343 and W-01303A-09-0343</b> | DOCKET NUMBER  |
| CASE OR UTILITY NAME<br><b>Arizona American Water Company</b>                               | YOUR POSITION ON THE DOCKET<br>PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/> |
| E-MAIL ADDRESS<br><b>tasmu@att.net</b>  |  |

### Step 3

ENTER YOUR COMMENTS HERE:

To Whom It May Concern:

I am writing this morning to express my concern and opposition to raising water rates by Arizona American Water Corporation.

My wife and I moved to Corte Bella one year ago from the State of Wisconsin who has some of, if not, the highest homeowners costs in the country; real estate taxes, sales taxes, water rates, etc. As we are retired and after some deliberation we decided to move to AZ where we thought we could move away from such high living expenses. But with the proposal by Arizona American to increase the water rates, I have to wonder now if we made the right move.

During the past few months, our rates went up over \$20 per month and as far as my wife and I are concerned, we don't recall receiving any notice of such increase. Therefore I have to ask the question why the increase? One of the recent articles that appeared in the Northwest Valley Republic section of the Arizona Republic newspaper mentioned one of the reasons for the proposed increase was due to the construction of a new waste water plant. Was not Arizona American making money to enter in to such a construction project? I believe to obtain financing for this type of project, Arizona American would have to

### Step 4

This form may be completed, printed and mailed to:

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

RECEIVED

AUG 19 2011

AZ CORP COMM  
Director Utilities

# 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

|   |  |
|---|--|
| YOUR NAME<br><b>Rita Nep</b>                                | DATE<br><b>Aug. 17, 2011</b>   |
| ADDRESS<br><b>20966 West Edith Way</b>                      | PHONE (HOME)<br><b>(623) 398-0543</b>  |
| CITY, STATE, ZIP<br><b>Buckeye, AZ 85396</b>                | CELL PHONE<br><b>(949) 922-1346</b>  |
| DOCKET YOU WISH TO COMMENT ON:<br><b>SW-01303A-09-0343</b>  | DOCKET NUMBER<br><b>SW-01303A-09-0343</b>  |
| CASE OR UTILITY NAME<br><b>Proposed Sewer Rate increase</b> | YOUR POSITION ON THE DOCKET<br>PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/> |
| E-MAIL ADDRESS<br><b>neprl@yahoo.com</b>                    |  |

### Step 3

ENTER YOUR COMMENTS HERE:

I am a home owner living in Verrado for 7 years. I am really struggling to keep my head above water so to speak. I strongly oppose any sewer rate increase for a few reasons, One is that the rates are already higher than in surrounding other areas. If the Az-american company de-consolidates Anthem and Aqua Fria hence resulting in Aqua Fria increasing 139.7% reeks of misusage of funds and planning throughout the conception of the building of Buckeye and surrounding areas. I know in the rural areas would love this to happen and have their sewer rate increase by 15% and us to hold onto the burden of the rate increase. This only puts more strain on the working class and retired people here in the Aqua Fria district. I am on a fixed income and try to be sparing with the water consumption and usage on a daily basis. The housing cost may be affordable but it stops there!!!! you want people to live in AZ then don't allow the water district to raise their rates so disproportionately. The farm lands already get a tax rate break and lower water rates why should be the fall guys and absorb all the costs? My water bill is outrageous and I have written this in the other comment re: the water rate increase that they are asking for. Utilities such as water should not be a huge burden on us, look at gasoline, groceries, I think that we are pretty stretched as it is. Our state taxes are high, this is not a good "retirement" place. I think it's time that water company

*PLEASE  
see attached sheet*

### Step 4

This form may be completed, printed and mailed to:

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

RECEIVED

AUG 19 2011

AZ CORP COMM  
Director Utilities

I am a home owner living in Verrado for 7 years. I am really struggling to keep my head above water so to speak. I strongly oppose any sewer rate increase for a few reasons, One is that the rates are already higher than in surrounding other areas. If the Az-american company de-consolidates Anthem and Aqua Fria hence resulting in Aqua Fria increasing 139.7% reeks of misusage of funds and planning throughout the conception of the building of Buckeye and surrounding areas. I know in the rural areas would love this to happen and have their sewer rate increase by 15% and us to hold onto the burden of the rate increase. This only puts more strain on the working class and retired people here in the Aqua Fria district. I am on a fixed income and try to be sparing with the water consumption and usage on a daily basis. The housing cost may be affordable but it stops there!!!! you want people to live in AZ then don't allow the water district to raise their rates so disproportionately. The farm lands already get a tax rate break and lower water rates why should be the fall guys and absorb all the costs? My water bill is outrageous and I have written this in the other comment re: the water rate increase that they are asking for. Utilities such as water should not be a huge burden on us, look at gasoline, groceries, I think that we are pretty stretched as it is. Our state taxes are high, this is not a good "retirement" place. I think it's time that water company take responsibility for their shortsightedness when they built the Water treatment plant before they actually sold the homes to support the structure. I realize that it's been built or most of it, well AZ American Water has other funds it can actually tap into and still remain sovereign, we don't have that option. They obviously didn't think or plan ahead that the housing bubble"may" collapse. My thoughts are where are the people that didn't take that into consideration? Are they with the Obama Administration again misusing our funds?

## Arizona Corporation Commission Public Comment Form

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

### Step 1

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### Step 2

|  |  |
|--|--|
| YOUR NAME<br><b>KAREN MARIE Stratton</b>                         | DATE<br><b>8-17-11</b>   |
| ADDRESS<br><b>13828 W. Junipero Dr.</b>                          | PHONE (HOME)<br><b>623/214-5117</b>  |
| CITY, STATE, ZIP<br><b>Suncity West, AZ. 85375</b>               | CELL PHONE<br><b>602/579-9836</b>  |
| DOCKET YOU WISH TO COMMENT ON:<br><b>W-01303A 09-0343</b>        | DOCKET NUMBER<br><b>W-01303A 09-0343</b>   |
| CASE OR UTILITY NAME<br><b>Proposed Wastewater Rate INcrease</b> | YOUR POSITION ON THE DOCKET<br>PRO <input type="checkbox"/> CON <input type="checkbox"/> OTHER <input checked="" type="checkbox"/> |
| E-MAIL ADDRESS<br><b>To Agua Fria<br/>Corte Bella@Live.com</b>   |  |

### Step 3

ENTER YOUR COMMENTS HERE:

**Like Several other residents AT CORTE BELLA I've been fighting FINANCIALLY, AND AT 6440 HAVE TAKEN ON SEVERAL JOBS TO CONTINUE MY RESIDENCY here. When I purchased my home IN 2006 there's been several devistATIONS IN OWNERSHIP. There's been several foreclosures Just ON my Street. THE INcrease IN WATER & WASTE WITH ONLY ~~ADDON~~ TO MORE hardships.**

### Step 4

This form may be completed, printed and mailed to:

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

RECEIVED

AUG 19 2011  
AZ CORP COMM  
Director Utilities

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 - 97925

Date: 8/17/2011

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

Complaint By: First: Susan Last: Duxbury

Account Name: Susan Duxbury

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:

Ref: Deconsolidation of Anthem / Agua Fria Wastewater District.

To: Arizona Corporation Commissioners:

In light of the current economy, it is beyond my comprehension how anyone could have the audacity to consider an action that would incur such a drastic increase to our waste water cost. My husband and I are senior citizens trying to survive on a fixed income of Social Security and investments (look at the Stock Market lately!). The government, as you may be aware, has refused to give Social Security recipients a mere 2-3% increase for the past 3 years - and you want us to shoulder a 139.7% increase! - live in the real world like the rest of us. We acknowledge the increase in rate has already been approved; our greatest concern is the apportionment of said increase. We urge you to deny any deconsolidation of the Anthem / Agua Fria Wastewater District. In conclusion, the same water rates for everyone in Arizona would appear to be a more viable and fair "solution".

Sincerely,

Susan Duxbury  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/17 -- opinion entered into database and will be docketed.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 8/17/2011

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

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 97933

Date: 8/17/2011

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

Complaint By: First: John & Joan Last: Bail

Account Name: John & Joan Bail

Home: (000) 000-0000

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:

This e mail is being submitted to express our concern about the proposed rate increase on Corte Bella residents. As a retired couple trying to enjoy life in AZ, we find our water bills from Arizona American Water extremely high and very difficult to pay. This bill is considerably higher than our other utility bills and MUCH higher than our neighboring communities. Now we are facing these latest proposed increases of both wastewater at 139.7% since 2010 and actual water increase of 82.9%. These kinds of increases will be beyond belief and quite possibly force us to sell our home in Corte Bella. We sincerely hope the ACC will help all the Corte Bella residents keep the water rates in line. We thank you for your consideration in this very serious issue.

Sincerely,

John and Joan Bail  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8-17--opinion entered into database and will be docketed in 09-0343  
\*End of Comments\*

\*\*\*\*\*CLOSED\*\*\*\*\*

Date Completed: 8/17/2011

Opinion No. 2011 - 97933

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

---

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

---

Opinion No. 2011 - 97943

Date: 8/17/2011

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

Complaint By: First: Gordon & Janet Last: Rowley

Account Name: Gordon & Janet Rowley

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:

customers oppose deconsolidation issues in 09-0343  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/17 -- opinion entered into database and will be docketed in 09-0343  
\*End of Comments\*

\*\*\*\*CLOSED\*\*\*\*

Date Completed: 8/17/2011

Opinion No. 2011 - 97943

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

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 97971

Date: 8/17/2011

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

Complaint By: First: David & Gloria Last: Kerszykowski

Account Name: David & Gloria Kerszykowski

Home: (000) 000-0000

Street: Corte Bella

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:

Greetings Commissioners,

We are writing in regards to the proposal to deconsolidate the Anthem / Aqua Fria Wastewater District and the proposed water rate increase. These increases of 139.7% in wastewater rates and an 82.9% increase in water rates is going to put an extremely large financial hardship on our household. We are both no longer working, so will no longer receive any salary increases to help absorb these costs. With all the other rising costs of living, especially the necessities such as food and medical care, we will be forced to cut expenses even more if these increases are approved and are not sure how. We ask for your support in rejecting such a massive increase.

Best Regards,  
David & Gloria Kerszykowski  
Corte Bella Residents  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/17 -- opinion entered into database and will be docketed.  
\*End of Comments\*

\*\*\*\*\*CLOSED\*\*\*\*\*

Date Completed: 8/17/2011

Opinion No. 2011 - 97971

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

---

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

---

Opinion No. 2011 - 97968

Date: 8/17/2011

Complaint Description: 08H Consolidation - In Favor  
N/A Not Applicable

Complaint By: First: Tami Last: Crinklaw

Account Name: Tami Crinklaw

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Buckeye

CBR: [REDACTED]

State: AZ Zip: 85396

is:

---

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

customer does not favor deconsolidation.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/17 -- opinion entered into database and will be docketed.  
\*End of Comments\*

\*\*\*\*CLOSED\*\*\*\*

Date Completed: 8/17/2011

Opinion No. 2011 - 97968

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