

W-01445A-10-0517

ORIGINAL



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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98111

Date: 8/19/2011

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

Complaint By: First: Paul Last: Roloff

Account Name: Paul Roloff

Home:

Street:

Work:

City: Coolidge

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: Arizona Water Company

Division: Coolidge

Contact Name:

Arizona Corporation Commission

Contact Phone:

Nature of Complaint:

DOCKETED

Docket No. W-01445A-10-0517

AUG 25 2011

August 12, 2011

DOCKETED BY

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2011 AUG 25 A 10:41

RECEIVED

Dear Arizona Corporation Commission,

First a little background. My bride and I are retired (2/09) and residents of Arizona (4/10). Our nest egg was devastated when the recession hit several years ago and now again this week. If we had an abundance of funds I would not be concerned. However, our nest egg was very modest to begin with and would only support a conservative life style before it lost its original value. When it finally sold we lost money on our home in Missouri and we had to throw nest egg money as it to make it happen. We are striving to survive on Social Security in the hopes of that former nest egg regaining the significant losses. Our President has seen fit to cancel the COLA raises for Social Security adding to the difficulty. We have tried to find work since here to supplement our income, but to no avail so far. I'm sure our story is not unusual for many others retired in these times.

Today we received a letter that the Arizona Water Company is requesting a 24.45 percent rate increase. Also based on the letter it seems that current rate was established August 2010. I don't understand how they need a 24.45 percent increase in a year.

We trust that you will research this completely and consider the plight of those of us who are retired and living on fixed incomes. We thank you in advance for your time and careful consideration in this matter.

Thank you and have a God blessed day,

Paul Roloff  
\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
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Utilities' Response:

Investigator's Comments and Disposition:

8/19

Emailed to Phoenix ACC Office for docketing. FILE CLOSED.

\*End of Comments\*

Date Completed: 8/19/2011

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