

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



0000129128

LABORATORY SERVICES

ARIZONA CORPORATION COMMISSION

August 29, 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 45 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 29 2011

DOCKETED BY	
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RECEIVED

2011 AUG 29 A 11:54

AZ CORP COMMISSION  
DOCKET CONTROL

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

Investigator: Deb Reagan

Phone: ---

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 98254

Date: 8/23/2011

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

First:

Last:

Complaint By: **Gordon and Carole Price**

Account Name: Gordon and Carole Price

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

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

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* SW-01303A-09-0343 AND W-01303A-09-0343 \*\*\*\*\*

Received the following -

From: Gordon Price [mailto:g  
Sent: Wednesday, August 17, 2011 11:25 AM  
To: Pierce-Web; Burns-Web; Stump-Web; Kennedy-Web; Newman-Web; Utilities Div - Mailbox  
Cc: communication@cortebella.com  
Subject: Proposed Water Rate Increases In Corte Bella Docket SW-01303A-09-0343 and Docket W-01303A-09-0343

My Wife and I would like to register our strong opposition to the proposed water rate increase. We are retired property owners in Corte Bella living on a fixed income. We purchased the house 6 years ago and the costs of utilities were an important factor in our purchasing decision. Even at that time the water bill was the highest of the utilities but our expectation was that these costs would not increase at a rate higher than other typical homeowner expenses. However, the water bill is still the highest utility bill we have by far and the increases proposed are outrageous and would present a significant hardship to us. Additionally, higher water costs would have a very negative impact on property values and severely effect resale values in the area.

We respectfully request that you reject this proposal.

Gordon and Carole Price

Sun City West  
AZ 85375  
E-Mail:

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

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\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 8/23/2011

Opinion No. 2011 - 98254

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator:

z

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2011 - 98069

Date: 8/19/2011

Complaint Description:

08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Joel & Jolene

Piaskowski

Account Name:

Joel & Jolene Piaskowski

Home: (000) 000-0000

Street:

N/A

Work:

City:

Sun City West

CB

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

From: jpiski@cox.net

Sent: Thursday, August 18, 2011 6:31 AM

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

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

Dear Commissioners,

I am sending you this email to voice our concern to you over the above referenced dockets. If deconsolidation occurs the proposed annual increase in our wastewater bill of almost \$500.00 and the 82% increase in our water rates will drastically impact our family finances. In all my life, I have never experienced a increase of such magnitude for any type of service we have ever used. In addition, the discrepancy between the increase for the Agua Fria and Anthem Wastewater Districts is unfair. I encourage the ACC to not approve deconsolidation.

Thank you,

Joel & Jolene Piaskowski  
Corte Bella Residents  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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

Date Completed: 8/19/2011

Opinion No. 2011 - 98069

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**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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Investigato

Phone

**Priority: Respond Within Five Days**

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Opinion

No. 2011 - 98073

Date: 8/19/2011

Complaint Description:

08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

John & Jeanette

McClennan

Account Name:

John & Jeanette McClennan

Hon

Street:

Work:

City:

Sun City West

CBF

State:

AZ Zip: 85375

is: E-Mail

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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: jeanette McClennan [mailto: ]

Sent: Thursday, August 18, 2011 3:21 PM

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

Cc: communication@cortebella.com

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

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

Date: Thu, 18 Aug 2011 17:45:39 +0000

Attention: Commissioners (Gary Pierce, Bob Stump, Sandra Kennedy, Paul Newman and Brenda Burns)

From: John & Jeanette McClennan - Corte Bella Residents

Sun City West,  
AZ 85375

623 748 8672

DOCKET SW-01303A-09-0343

We are 5 year homeowners of the Corte Bella community and are extremely stressed and concerned about the proposed increase in wastewater bills for all residents. We are 'in shock' as the proposed increase is absolutely unfair and exorbitant..

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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We live in an Adult community in which most of us are retired and are on fixed retirement incomes. My husband and I however, will not even have the benefit of social security, and are already concerned whether our money will last through our retirement due to the recent economic turmoil. We simply cannot afford such drastic rate increases.

Surely there must be a fairer way to charge for water. After all, whichever community we live in, we are all customers of Arizona Water, and using similar amounts. Why can't we all be charged a standard rate across the board. Afterall, our address is Sun City West, why then, is it necessary for us to be treated differently from other residents in Sun City West?

Proposing a 140% rate increase in wastewater rates since last year cannot be acceptable, and certainly not within the realms of current inflation levels. The possibility of an increase of at least \$40 per month is unheard of, and especially now when we have been in a recession and everyone is struggling financially.

Selling our home and moving to a more affordable address may not even be an option, after all, who in their right mind is going to buy a house with such astronomic utility bills?

Arizona Water needs to be a more responsible company by creating a viable and fair plan for all Phoenix residents to share in the costs. We thank you in advance for 'rethinking' your current unaccepttable proposal and developing a Fair and realistic plan that Corte Bella residents can afford.

DOCKET W-01303A-10-0448

The proposed wastewater rate increase is OUTRAGEOUS enough, but to think that there may also be an increase of up to 83% in our monthly water rates is preposterous!

We are retired and on a fixed income. We do not have the additional help of a social security cheque each month, and are trying to live on our savings, which in the current economic climate are rapidly decreasing. We understand that costs rise but we believe it is your responsibility to ensure increases are realistic, monitored and justified. I wonder how the board responsible for this proposal would feel if it was affecting their bills? I can't imagine any of them currently live at Corte Bella.

I urge you not to let the deconsolidation of the Anthem/Agua Fria wastewater district go through. The ACC approved the current make up of the Anthem/Agua Fria district almost 10 years ago. We understand that 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 to Corte Bella residents and a mere 15% increase for Anthem residents.

We are all Arizona Water customers and surely it is only right that all customers are treated fairly. We should all pay for what we use, but it should cost the same to all Arizona Water customers.

We trust that Arizona Water will review this proposal and start treating all their customers fairly, and with the respect they deserve!

Yours sincerely,

John & Jeanette McClennan  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

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



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 - 98076

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W.01303A.09.0343  
SW.01303A.09.0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

3

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98120

Date: 8/22/2011

Complaint Description: 08G Consolidation - Opposed  
N/A Not Applicable

Complaint By: First: Robert P. Last: Fain

Account Name: Robert P. Fain

Home:

Street:

Work:

City:

CBR:

State: AZ Z

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: 3

Nature of Complaint:

8/19/11 Email Received - Opinion Opposed:

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From: Bob Fain [mailto:]  
Sent: Friday, August 19, 2011 12:29 PM  
To: Utilities Div - Mailbox  
Subject: Docket Nos SW-01303A-09-0343 and W-01303A-09-0343

Arizona Corporate Commission:

This is to convey my strong opposition to the proposed wastewater and water service rate increases affecting Corte Bella and other parts of the Valley. The proposed increases are excessive, particularly for many people residing in retirement communities such as Corte Bella.

These increases would be a result of deconsolidating the Anthem/Agua Fria Wastewater District, an action requested by Anthem residents.

The deconsolidation, which is being requested by Anthem residents, will result in a seriously disproportional net benefit to the proposed Anthem Wastewater District. Anthem will benefit from only a 15.5% percent increase in waste water rates compared to a 139.9% increase in wastewater rates which would be suffered by residents of Corte Bella.

The proposed wastewater rate increase coupled with the proposed water rate increase (Docket No. W-01303A-10-0448) would raise the average cost of water related services almost \$800.00 a year for Corte Bella residents. Such an increase would be unsustainable and unaffordable for many people.

I'm sure the Commission will agree that:

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

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1. the proposed rate increases are excessive and unreasonable, and
2. the extreme difference in assessments between wastewater districts is clearly unjustifiable.

I respectfully request that the Arizona Corporation Commission reject these proposed increases in wastewater and water rates.

Robert P. Fain  
Corte Bella  
\*End of Complaint\*

**Utilities' Response:**

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**Investigator's Comments and Disposition:**

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED  
\*End of Comments\*

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

**Opinion No. 2011 - 98120**

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SW. 01303A. 09.0343  
W. 01303A. 09.0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ( )

Fax: ( )

Priority: Respond Within Five Days

Opinion No. 2011 - 98119

Date: 8/22/2011

Complaint Description: 08A Rate Case Items - Opposed  
08G Consolidation - Opposed

First:

Last:

Complaint By: Sheryl

R. Sambrookes

Account Name: Sheryl R. Sambrookes

Home: ( )

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 8

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: ( )

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED:

-----Original Message-----

From

Sent: Friday, August 19, 2011 11:49 AM

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

Cc: communication@cortabellacca.com; ssambrookes@cox.net

Subject: SW-01303A-09-0343; W-01303A-09-0343; W-01303A-10-0448

Docket NOs: [SW-01303A-09-0343

[W-01303A-09-0343

[W-01303A-10-0448

Dear Commissioner:

Please deny the above-referenced requests as proposed by the Arizona-American Water Company to: 1) Deconsolidate the Anthem / Agua Fria Wastewater District and 2) Increase Water Rates.

These changes would result in huge increases for the residents of Corte Bella. Our combined water and wastewater bill is already extremely high in comparison with residents living in other jurisdictions. For example, in June 2011, our residence used 11,000 gallons of water and it has a one inch meter (as installed by the builder). Our water/wastewater bill was approximately \$139.47 (not including minor misc. fees & sales tax). I decided to research other cities' websites to get an idea of how much we pay in comparison. I calculated what the same usage would cost in other cities: Scottsdale - \$66.86; Peoria - \$67.38; Goodyear - \$98.15. I believe I have calculated these amounts correctly and I was amazed. We are already paying 142.10% of what Goodyear residents pay for the same service. With Scottsdale, it's 208.60%. And now they want to raise our wastewater rates by 139.7% and our water rates by 82.9%! It is very unfortunate that they overestimated the growth of homes and businesses in the area and overbuilt their water treatment plant, but that should be their

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

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responsibility and not the customers. They should especially not be allowed such a tremendous increase in either wastewater rates or water rates all at once. If we had known this in 2003 when we bought our home, we would have most certainly thought twice about buying in Corte Bella. It's obvious that such outrageous water bills will come to have a substantial negative impact on the ability to resell any home in our community.

If both the deconsolidation request and the water rate increase request are approved, a monthly bill for 11,000 gallons of water will soar to approximately \$204.97 (using estimated increase amounts for an average home). Then, we would pay 208.83% of Goodyear residents and 306.57% of Scottsdale residents. Unbelievable!

Even one of these requests is way too much of an increase. Please check your own water bills and see if you pay anything close to what we are already paying, let alone what we would have to pay if one or both of these requests are approved.

Please do not allow either of these unfair requests to go through.

Thank you very much for your time and consideration.

Respectfully,

Sheryl R. Sambrookes

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

\*End of Comments\*

Date Completed: 8/22/2011

Opinion No. 2011 - 98119

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

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 98256

Date: 8/23/2011

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

Complaint By: First: Edward F. and Joyce Last: Freund

Account Name: Edward F. and Joyce Freund

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* SW-01303A-09-0343 AND W-01303A-09-0343 \*\*\*\*\*

Received the following -

From: Joyce Freund [mailto: ]  
Sent: Wednesday, August 17, 2011 11:33 AM  
To: 'pierce-web@azcc.gov'; 'stump-23b@azcc.gov'; 'kennedy-web@azcc.gov'; 'newman-web@azcc.gov'; 'burns-web@azcc.gov'; 'mailmaster@azee.gov'  
Subject: Docket Nos. SW-01303A-09-0343 and W-01303A-09-0343

The ACC approved the current makeup of the Anthem/Aqua Fria Wastewater District nearly ten (10) years ago. At the time Sun City West and Corte Bella had NO PART of the decision.

Now the Anthem residents are unhappy and want us to share in bad decisions made nearly ten (10) years ago.

This proposal means my wastewater monthly bill will go from \$75.01 a month to \$115.38 and my water charges will go from \$43.09 a month to \$68.22. This is really UNACCEPTABLE. THIS AMOUNTS TO A 65% INCREASE. This is WRONG! The economy is in the tank. Unemployment is at an almost all time HIGH and most of us at CORTE BELLA are on fixed incomes.

YOU CANNOT ASK US TO BEAR SOMEONE ELSE'S PROBLEMS THAT ORIGINATED SOME TEN (10) YEARS AGO.

Sincerely,

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Edward F. Freund

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 8/23/2011

Opinion No. 2011 - 98256

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

Investigator: Deb Reagan

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Priority: Respond Within Five Days

Opinion No. 2011 98257

Date: 8/23/2011

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

Complaint By: First: Donna Last: Roasa

Account Name: Donna Roasa

Home: \_\_\_\_\_

Street: \_\_\_\_\_

Work: \_\_\_\_\_

City: Sun City West

CBR: \_\_\_\_\_

State: AZ Zip: 85375

is: \_\_\_\_\_

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: \_\_\_\_\_

Nature of Complaint:

\*\*\*\*\* SW-01303A-09-0343 AND W-01303A-09-0343 \*\*\*\*\*

Received the following -

From: Donna Roasa [mailto:\_\_\_\_\_]\_\_\_\_\_  
Sent: Wednesday, August 17, 2011 12:09 PM  
To: Utilities Div - Mailbox  
Subject: Fw: Docket Nos. SW-01303A-09-0343 W-01303A-09-0343

Date: August 17, 2011

RE: Docket No. SW-01303A-09-0343  
Docket No. W-01303A-09-0343

Dear Commissioner:

As a resident of Corta Bella Country Club I am voicing my concern to to the deconsolidation being considered by the ACC. Deconsolidation will increase my wastewater rate by 139.7% since 2010. This a heavy financial burden on all residents of Corta Bella Country Club. It will also lower the market value of our homes.

The ACC approved the current makeup of the Anthem/Aqua Fria Wastewater District nearly 10 years ago. Deconsolidation of the District is only being considered due to the request by Anthem residents. The deconsolidation will result in an a 139.7% increase in wastewater for new Aqua Fria Wastewater District and a mere 15.5% increase to Anthem Wastewater District.

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

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Corta Bella residents cannot handle such a drastic increase in their monthly utility bills. Many residents will have to decide between healthcare, prescriptions, and utility bills. The ACC should not approve deconsolidation under these circumstances.

Sincerely,

Donna Roasa

SCW

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

**Date Completed: 8/23/2011**

**Opinion No. 2011 - 98257**

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

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 98255

Date: 8/23/2011

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

Complaint By: First: Judith and John Last: Shutt

Account Name: Judith and John Shutt

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* SW-01303A-09-0343 AND W-01303A-09-0343 \*\*\*\*\*

Received the following -

From: Arizona American Sewer Company  
Sent: Wednesday, August 17, 2011 10:12 AM  
To: Pierce-Web  
Cc: Stump-Web; Kennedy-Web; Newman-Web; Burns-Web; Utilities Div - Mailbox  
Subject: Docket Nos. SW-01303A-09-0343 & W-01303A-09-0343

Dear Ms. Sandra Kennedy and Ms. Brenda Burns;  
Mr. Gary Pierce; Mr. Bob Stump; & Mr Paul Newman

Please see attachment for a copy of the complaint that we have sent to Arizona Corporation Commission. We are urging you all do all that you can to bring sanity back to our wastewater and water rates currently being considered for increases by Arizona American Water Company.

Thank you for your consideration.

John and Judith Shutt

My complaint also includes Docket Number W-1303A-09-0343

We residents here in Corte Bella Country Club are being hit on all sides with the proposed water bill and now the increase in wastewater fees also. These increases are outlandish and drastic and will represent a hardship on my family and other families as well. In addition, I believe these increases will make it impossible to sell our homes in the future. Prospective buyers usually want to see the utility bill and will ultimately back away from any

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

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decisions to live in our community. It really does not make sense that a certain area has to pay so much more while surrounding cities have much lower rates.

As Senior Citizens, we have seen our retirement accounts high lower than what we could ever have imagined and in addition, our homes are worth much less than what we paid for them. These increases are the final blow. In order to have representation at these meetings, we had to dig deeper into our meager savings to pay a special assessment for legal fees. I urge all concerned to rethink these decisions regarding the increase in our rates.

Thank you.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Customer comments entered for the record and filed with Docket Control.  
\*End of Comments\*

**Date Completed: 8/23/2011**

**Opinion No. 2011 - 98255**

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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 - 98278

Date: 8/24/2011

Complaint Description: 08A Rate Case Items - Opposed  
08H Consolidation - In Favor

Complaint By: First: Nat & Peggy Last: Pellegrini

Account Name: Nat & Peggy Pellegrini

Home: (000) 000-0000

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:

RE: Docket # SW-01303A-09-0343:

We have owned a home in Corte Bella for the past 6 years. The projected waste water rate increase is going to create a hardship on our family. If we had known this, we probably would not have purchased here. In this tough economy, it is hard enough to sell a home. What will this rate increase do to our resale values if it passes?

This increase is totally unreasonable and unacceptable. We, along with most of the other residents of Corte Bella are on fixed incomes. We urge you not to allow this increase to happen. It is mind boggling that such a huge increase would even be considered. We are already paying an exorbitant amount, and a 140% increase is outlandish. As voting citizens, we urge you to vote against this deconsolidation of the Anthem/Aqua Fria Wastewater District.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

6/24--opinion entered into database and will be docketed in 09-0343.

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

\*End of Comments\*

Date Completed: 8/24/2011

Opinion No. 2011 - 98278

# 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 <b>James &amp; Beverly Egger</b>	DATE <b>8/13/11</b>
ADDRESS <b>12956 W. El Sueno Ct.</b>	PHONE (HOME) <b>303-688-5234</b>
CITY, STATE, ZIP <b>Sun City West, AZ</b>	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: <b>09-0343</b>	DOCKET NUMBER <b>09-3330343</b>
CASE OR UTILITY NAME <b>Agua Fria Wastewater</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>jbegger@live.com</b>	

### Step 3

**ENTER YOUR COMMENTS HERE:**

In today's economy, I find it appalling that a public utility would EVEN CONSIDER increasing costs to the users, much less an increase of 139.7%. Most of the residents in the Corte Bella area are seniors, retired and living on a fixed income. This type increase (of any bill) would have a substantial negative effect on all of us.

Not only would this affect our immediate households, but also the sale value of our property. The water bill is already our highest utility, and this type increase is totally unreasonable and irresponsible.

Thank you for considering our comments.

*As an after thought, Arizona's economy relies on "snowbirds". The water company's action will certainly be an adverse affect on attracting these visitors.*

### Step 4

This form may be completed, printed and mailed to:

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

# 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 <b>Catherine Cook</b>	DATE <b>8/15/11</b>
ADDRESS <b>12742 W. Sola Ct.</b>	PHONE (HOME) <b>623-322-3449</b>
CITY, STATE, ZIP <b>Sun City West, AZ 85375</b>	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: <b>SW-01303A-09-0343 &amp; W-01303A-09-0343</b>	DOCKET NUMBER <b>SW-01303A-09-0343</b>
CASE OR UTILITY NAME <b>Anthem/Agua Fria Wastewater District</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>chattycathycook@gmail.com</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

You must not approve deconsolidation of the Anthem/Agua Fria Wastewater District! This would mean an increase of 139.7 % increase in the wastewater rates for the new Agua Fria Wastewater District and only 15.5% for the new Anthem Wastewater District! You need to represent all of your constituents and not give one group an advantage over the other!

We are retired and this increase, as well as the proposed 82.9% increase in our water rates (W-01303A-10-0448), will cause very severe financial problems for my husband and I, as well as most of our neighbors. It is unreasonable to even consider supporting these exorbitant rate increases!

Be fair and don't force us to carry the burden of other districts wastewater costs!

### Step 4

This form may be completed, printed and mailed to:

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

# 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 <b>Lauretta &amp; John Broderick</b>	DATE <b>August 16, 2011</b>
ADDRESS <b>23006 N. Giovota drive</b>	PHONE (HOME) <b>623-792-5689</b>
CITY, STATE, ZIP <b>Sun City West Az., 85375</b>	CELL PHONE <b>623-466-2392</b>
DOCKET YOU WISH TO COMMENT ON: <b>SW-01303A-09-0343 &amp; W-01303A-09-0343</b>	DOCKET NUMBER
CASE OR UTILITY NAME	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>jackbrod@cox.net</b>	

### Step 3

#### ENTER YOUR COMMENTS HERE:

Dear commissioners, Lauretta & John Broderick have been residence of Corte bella since February of 2006. Real Estate costs were at the highest in the Western part of the country and spiraling downward in the East (Pgh. Pa.) The price of our home has become 100,000.00 dollars less in value and in 2008 our fixed income investments were cut in half. At 78 our income is about where it was when I was 28 in 1961. In short an increase of this magnitude for the cost of water and wastewater would be devastating and quite possibly force us to try selling our home at a one third to fifty percent loss. Thank you for your consideration of our circumstances. before you determine to increase our cost for our living substance.

*John Broderick*  
*Lauretta Broderick*

### Step 4

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

# Arizona Corporation Commission

## Public Comment Form

1200 W Washington St – Phx, AZ 85007  
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### Step 2

YOUR NAME <b>Robert and Marjorie Wickham</b>	DATE <b>August 13, 2011</b>
ADDRESS <b>4420 N School Hill Rd</b>	PHONE (HOME)
CITY, STATE, ZIP <b>Buckeye, AZ 85396</b>	CELL PHONE <b>(206) 310-0731</b>
DOCKET YOU WISH TO COMMENT ON: <b>Proposed sewer rate increase</b>	DOCKET NUMBER <b>SW-01303A-09-0343</b>
CASE OR UTILITY NAME <b>Arizona-American Water Company</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>mormorw@q.com</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

It does not make sense to grant an increase in sewer rates after just granting an overall increase of about 53.98% on January 6, 2011! These are tough times for everyone, especially the ratepayer/taxpayer where the buck usually stops!! Seniors and families cannot afford it.

As for the de-consolidation of the Anthem/Agua Fria Wastewater District, put it on the back burner! The rate increases that would be generated for those of us in the Aqua Fria District is unconscionable now and most likely in the future.

I encourage the Commission to take the concerns that ratepayers have to heart and reject or delay any further increases until the economy improves significantly and you are satisfied that an increase is the only solution.

Thank you!

### Step 4

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

# Arizona Corporation Commission Public Comment Form

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

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### Step 2

YOUR NAME <b>James Timmerwilke</b>	DATE <b>August 16, 2011</b>
ADDRESS <b>22509 N Arrellaga Dr</b>	PHONE (HOME) <b>623-215-6789</b>
CITY, STATE, ZIP <b>Sun City West, AZ 85375</b>	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: <b>SW-1303A-09-0343 and W-01303A-09-0343</b>	DOCKET NUMBER
CASE OR UTILITY NAME <b>Anthem/Agua Fria Wastewater/Water District</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>wilkecom@tds.net</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

The Rate increases proposed , 139% in sewer and 82% in water, to de-consolidate the district is unconscionable.

We are already paying more than twice the amount of nearby districts. The hardship of these increases would be significant. We will likely have to sell our home at a significant loss. It was purchased less than two years ago. The water and sewer bill would exceed the hoa fees we now pay. It would also exceed all the other utility bills combined. This is clearly out of proportion. Another matter the commission needs to consider is that for sewer we are billed a fixed fee (\$40) and a per gallon usage fee on sewer. The usage fee is charged on ALL of the water we purchase (\$4.99/1,000gal) monthly even though about 40% of it is for outside use and never enters the sewer. I have complained vigorously about this to Arizona American water and they agree it is not right and fair but they will do nothing about it. This policy should change and we should get a refund for outside water use!

De-consolidation clearly is not a benefit to either Agua Fria or Anthem customers. It will only work many years down the road when both areas have significantly more accounts.

### Step 4

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

# Arizona Corporation Commission Public Comment Form

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### Step 2

YOUR NAME <b>William Wallace</b>	DATE <b>6/16/2011</b>
ADDRESS <b>12739 W. Figueroa Ct.</b>	PHONE (HOME) <b>623.218.6489</b>
CITY, STATE, ZIP <b>Sun City West, Az. 85375</b>	CELL PHONE <b>na</b>
DOCKET YOU WISH TO COMMENT ON: <b>Aqua Fria Water District</b>	DOCKET NUMBER <b>09-0343</b>
CASE OR UTILITY NAME <b>deconsolidation of Anthem/Aqua Fria District</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>wenbill@cox.net</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

With an increase in water per month, our household would face a financial hardship. We are retired and on a fixed income. We would have to delay major purchases as well as putting off repairs to our home such as painting the exterior.

Our health care premium increases yearly, our home insurance premium increases yearly, and our car insurance premium increases yearly. So, yes with an increase in water, our basic monthly water usage would have to be rationed more carefully.

We are considering selling our home because it has become increasingly more expensive to live in Sun City West. Our fear is that it may be difficult to sell our home not just because of the housing crisis but in addition to the higher cost of utilities. This makes it less of an incentive to home buyers. Basically, its a domino affect, less new home buyers and less water utility revenues for the water district because houses are sitting empty.

### Step 4

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

# Arizona Corporation Commission Public Comment Form

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### Step 2

YOUR NAME <b>John Mollerus</b>	DATE <b>Aug. 15, 2011</b>
ADDRESS <b>24654 N Lake Pleasant Pkwy #103135</b>	PHONE (HOME)
CITY, STATE, ZIP <b>Peoria, AZ 85383</b>	CELL PHONE <b>623-341-1592</b>
DOCKET YOU WISH TO COMMENT ON: <b>Anthem/Agua Fria Wastewater District Deconsolidation</b>	DOCKET NUMBER SW-01303A-09-0343 W-01303A-09-0343
CASE OR UTILITY NAME <b>Arizona American Water</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>moll37@cox.net</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

WE ARE RESIDENTS of Corte Bella however, THE ADDRESS SHOWN IS FOR OUR MAILBOX.

Deconsolidation approval means that the average wastewater bill for Corte Bella residents will increase by over \$40 per month. The ACC need to understand that the residents cannot handle such a drastic increase.

We are on a fixed income. Social Security has not increased in the past couple of years and there is a good chance that it will be scaled back by our dysfunctional congress.

The projected Arizona American wastewater increase will severely impact our ability to replace our small Chevy, which now has 93,000 miles on it and requires more and more maintenance. The projected increases are equivalent to 45% of our last car payment. The money for this extreme increase needs to come from somewhere in our budget and one thing it will severely impact is our ability to obtain more reliable transportation.

*CONTINUED ON NEXT PAGE*

### Step 4

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

# Arizona Corporation Commission Consumer Inquiry and/or Complaint Form

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

### Step 1

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### Step 2

**Reset**

YOUR NAME <b>Michael L Mandell</b>	DATE <b>08/12/2011</b>
ADDRESS <b>22710 North Montecito Avenue</b>	PHONE (HOME) <b>623-374-3592</b>
CITY, STATE, ZIP <b>Sun City West, AZ 85375</b>	CELL PHONE <b>415-299-0130</b>
NAME THAT APPEARS ON THE BILL <b>Michael L Mandell</b>	ALTERNATE PHONE (DAYTIME)
NAME OF THE UTILITY COMPANY <b>Arizona American Water</b>	ACCOUNT NUMBER <b>23-0182404-7</b>
E-MAIL ADDRESS <b>mmandell@cox.net</b>	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input checked="" type="checkbox"/>

### Step 3

<p>PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY:</p> <p><b>I AM OPPOSED TO THE UNREASONABLE proposed rate increases and the deconsolidation of the Anthem/Agua Fria Wastewater District as outlined in Docket No. SW-01303A-09-0342 AND w-01303a-09-0343, as they represent an increase in wastewater billing rates of 139.7% since 2010 and an increase of 82.9% in water billing rates for the same period. This is a huge impact on myself being a senior citizen living on a fixed income of Social Security. We took the action to empower the ACC by electing them to represent the best interests of the consumer, not Arizona American Water.</b></p>
---

### Step 4

Please include copies of any documentation, such as bills, that our office would need to provide a response.

### Step 5

*Print and Mail to:*

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

[Redacted]

# Arizona Corporation Commission Public Comment Form

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

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YOUR NAME <b>Robert and Carol Courter</b>	DATE <b>August 15, 2011</b>
ADDRESS <b>13304 W. Rincon Drive</b>	PHONE (HOME) <b>623-215-8522</b>
CITY, STATE, ZIP <b>Sun City West, AZ 85375</b>	CELL PHONE <b>600-510-5599</b>
DOCKET YOU WISH TO COMMENT ON: <b>Corte Bella Waste Water Rates</b>	DOCKET NUMBER <b>SW-01303A-09-0343</b>
CASE OR UTILITY NAME <b>Arizona American Water Company</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>carolcourter@gmail.com</b>	

*and  
W-01303A  
09-0343*

**ENTER YOUR COMMENTS HERE:**

Please do not bring on any more financial hardship upon the citizens of Corte Bella. An almost 140% increase in our wastewater bill seems illegal to us. We are struggling to get by, having been hit from many directions. We never thought you would even consider such an outrageous increase! Please don't do this. We are counting on you to be fair and ethical in your resolve. Thank you!

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

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### Step 2

YOUR NAME <b>Chris Parks</b>	DATE <b>8-16-2011</b>
ADDRESS <b>2878 N. Claire Drive (Verrado Resident)</b>	PHONE (HOME) <b>NA</b>
CITY, STATE, ZIP <b>Buckeye, AZ 85396</b>	CELL PHONE <b>4803090081</b>
DOCKET YOU WISH TO COMMENT ON: <b>Sewer Rate Increase Arizona-American</b>	DOCKET NUMBER <b>SW-010303A-09-0343</b>
CASE OR UTILITY NAME <b>Arizona-American Water Company</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>cparks4@cox.net</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

Arizona-American's application for a sewer rate increase in the Anthem/Aqua Fria Waste Water District was granted a 53.98% which I am already paying as a resident of Verrado in Buckeye. On Apr 1,2011 they applied to de-consolidate this district into two separate districts. This is an unfair separation. Verrado residents (under the New Aqua Fria Waste Water District) under this proposal will have a 139.7% increase while Anthem is lowered to 15.5%. This unfair and will have many who are tightly budgeted now and struggling NOT to walk away from their homes put under even more duress. Who do they think they are?

### Step 4

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

# Arizona Corporation Commission Public Comment Form

1200 W Washington St - Phx, AZ 85007  
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### Step 2

YOUR NAME <b>Aurelia Kovner-Eichenlaub</b>	DATE <b>August 15, 2011</b>
ADDRESS <b>22910 N. Del Monte Dr</b>	PHONE (HOME) <b>623 537-7761</b>
CITY, STATE, ZIP <b>Sun City West, AZ 85375</b>	CELL PHONE <b>818 370-8889</b>
DOCKET YOU WISH TO COMMENT ON: <b>Deconsolidation of Agua Fria and Anthem WasteWater District</b>	DOCKET NUMBER <b>sw-01393A-09-0343</b>
CASE OR UTILITY NAME <b>Corte Bella Vs the above Deconsolidation</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>weichenlaub@cox.net</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

I have lived in Corte Bella for just over 4 years. I became a widow as of last October 1, 2010. I live on a fixed income which has been considerably lowered since the death of my husband. Not that this outrageous increase would have been acceptable before his death because of the status of our finances.

We decided to live in this community because we expected that our financial planning for retirement and the costs involved with living here could sustain us. We expected some increases for cost of living over the years but nothing close to a 139.7% increase in just the wastewater portion of our bill over 2010. I also understand our water rates are under consideration for an increase of 82.9%. How can the commission in good conscience even consider that a community filled with retirees could afford these kind of increases.

The impact on the worth of our properties will be substantially affected with these unheard of increases. All residents of this community were given strict rules for the landscaping of our homes by our Home Owners Association. We are a water conservation community. This outrage will be noted at the next election. ✚

### Step 4

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1200 W. Washington St  
Phoenix, AZ 85007

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### Step 2

YOUR NAME <b>Martin &amp; Rebecca Zaklikowski</b>	DATE <b>8/15/11</b>
ADDRESS <b>6030 Pinehurst Ct.</b>	PHONE (HOME) <b>(716) 627-0333</b>
CITY, STATE, ZIP <b>Lake View, NY 14085</b>	CELL PHONE <b>(716) 628-2595</b>
DOCKET YOU WISH TO COMMENT ON: <b>SW-01303A-09-0343</b>	DOCKET NUMBER <b>SW-01303A-09-0343</b>
CASE OR UTILITY NAME <b>SW-01303A-09-0343 - Arizona American-Verrado</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>martyz@roadrunner.com</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

Dear Members of the Commission:

As you may be aware, Arizona American Water desires to raise our water rates 83% and sewer rates of 140%. As a seasonal resident of Verrado, I find such rate increases to be excessive and poorly timed. We pay nearly \$90.00/mo. for water and sewer already, which is already higher than many other residents in the Town of Buckeye, and likely more than other Arizona residents. Asking residents to foot the bill so quickly and drastically during a weak economy is unacceptable, especially in light of other recent utility rate increases and overall increases in living expenses.

I urge you to vigorously oppose this unfair proposal.

Sincerely,  
Martin & Rebecca Zaklikowski

+

### Step 4

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Phoenix, AZ 85007

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### Step 2

YOUR NAME <b>Adam &amp; Jamie Zaklikowski</b>	DATE <b>8/15/11</b>
ADDRESS <b>21088 W. Maiden Lane</b>	PHONE (HOME) <b>(623) 986-1287</b>
CITY, STATE, ZIP <b>Buckeye, AZ 85396</b>	CELL PHONE <b>(623) 986-1287</b>
DOCKET YOU WISH TO COMMENT ON: <b>SW-01303A-09-0343</b>	DOCKET NUMBER <b>SW-01303A-09-0343</b>
CASE OR UTILITY NAME <b>SW-01303A-09-0343 - Arizona American-Verrado</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>azaklikowski@cox.net</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

Dear Members of the Commission:

As you may be aware, Arizona American Water desires to raise our water rates 83% and sewer rates of 140%. As a resident of Verrado, I find such rate increases to be excessive and poorly timed. We pay nearly \$130.00/mo. for water and sewer already, which is already higher than many other residents in the Town of Buckeye, and likely more than other Arizona residents. As a city planner, I recognize the need for new infrastructure; However, asking residents to foot the bill so quickly and drastically during a weak economy is unacceptable, especially in light of other recent utility rate increases and overall increases in living expenses.

I urge you to vigorously oppose this unfair proposal.

Sincerely,  
Adam & Jamie Zaklikowski

### Step 4

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

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### Step 2

**Reset**

YOUR NAME <b>Jerome Slavata</b>	DATE <b>08-13-2011</b>
ADDRESS <b>12953 W El Sueno Ct.</b>	PHONE (HOME) <b>262-784-4726</b>
CITY, STATE, ZIP <b>Sun City West, AZ 85375</b>	CELL PHONE
NAME THAT APPEARS ON THE BILL <b>Jerome Slavata</b>	ALTERNATE PHONE (DAYTIME) <b>262-790-3091</b>
NAME OF THE UTILITY COMPANY <b>Anthem / Agua Fria Wastewater District</b>	ACCOUNT NUMBER
E-MAIL ADDRESS <b>audiojerry@yahoo.com</b>	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input type="checkbox"/>

### Step 3

<p>PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY: This is regarding the rate increase: Dockets SW-010303A-09-0343 and SW-010303A-09-0343.</p> <p>As a retired, senior citizen, which is what most of the residents of our community are, how can you even consider raising our rates by over 100%? How can you even consider this reasonable, when we just suffered a 50% increase? This will create hardship and have a devastating effect on quality of life and property values in our community. People will be forced out of their homes, and it will be very difficult to sell a home in a community where water bills are so unreasonably high. This will also result in lower tax revenues. Aren't you supposed to be protecting the interests of the residents?</p>
---

### Step 4

Please include copies of any documentation, such as bills, that our office would need to provide a response.

### Step 5

*Print and Mail to:*

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

**EMAIL FORM**

# Arizona Corporation Commission Public Comment Form

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### Step 2

YOUR NAME <b>Gary and Sally Newcomb</b>	DATE <b>08/14/11</b>
ADDRESS <b>3921 North Evergreen St</b>	PHONE (HOME) <b>303 773-2188</b>
CITY, STATE, ZIP <b>Buckeye, Arizona 85396</b>	CELL PHONE <b>303 570-7298</b>
DOCKET YOU WISH TO COMMENT ON:	DOCKET NUMBER
CASE OR UTILITY NAME <b>SW-01303A-09-0343</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>gnewcomb4@aol.com</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

It is beyond belief that a community should be expected to carry the burden of a 139.7% sewer rate increase while another community's sewer rate is lowered to 15.5%. The Agua Fria Wastewater District should not become the problem of a few communities. Families are unable to continuously absorb these unusually large increases. Communities are unable to recover from the housing economic downturn when faced with ever increasing costs to maintain a household.

The Arizona Corporation Commission must evaluate the feasibility of such an increase and reach a fair, equitable compromise.

### Step 4

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

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### Step 2

YOUR NAME <b>David M. Culley</b>	DATE <b>8/15/11</b>
ADDRESS <b>13638 W. Nogales Ave.</b>	PHONE (HOME) <b>(623) 444-5448</b>
CITY, STATE, ZIP <b>Sun City West</b>	CELL PHONE <b>(714) 227-2044</b>
DOCKET YOU WISH TO COMMENT ON: <b>Aqua Fria Water District Deconsolidation</b>	DOCKET NUMBER <b>SW-01303A-09-0343</b>
CASE OR UTILITY NAME <b>Anthem/Aqua Fria Wastewater District</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>robinculley@yahoo.com</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

Since the ACC approved the current makeup of the Anthem/Aqua Fria Wastewater District over ten years ago, we feel it is unfair to deconsolidate simply so Anthem customers will receive a smaller increase in their wastewater fees. Deconsolidation will result in a 139.7% increase for those households not in Anthem while Anthem customers receive an increase of only 15.5%. Can anyone explain to me why this would be considered fair?

Thank you

Mr. David Culley  
13638 W Nogales Dr.  
Sun City West, AZ 85375-6888

### Step 4

This form may be completed, printed and mailed to:

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

*BEARD ... 22320 N. PADARO DRIVE ... SUN CITY WEST, AZ 85375*

August 12, 2011

Arizona Corporation Commission

c/o Consumer Services Division

1200 West Washington Street

Phoenix, AZ 85007

RE: Docket No. SW-1303A-09-0343 and W-1303A-09-0343

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  
22320 North Padaro Drive  
Sun City West, AZ

Home: 623-444-2458

Fax: 509-471-7988

# 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 <b>Judith and John Shutt</b>	DATE <b>8/17/2011</b>
ADDRESS <b>13751 W Sola Dr</b>	PHONE (HOME) <b>623-544-9370Sun C</b>
CITY, STATE, ZIP <b>Sun City West, AZ 85375</b>	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: <b>Deconsolidation of Anthem/Aqia Fria Wastewater</b>	DOCKET NUMBER <b>SW-01303A</b>
CASE OR UTILITY NAME <b>Arizona Water</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>j_shutt@cox.net</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

My complaint also includes Docket Number W-1303A-09-0343

We residents here in Corte Bella Country Club are being hit on all sides with the proposed water bill and now the increase in wastewater fees also. These increases are outlandish and drastic and will represent a hardship on my family and other families as well. In addition, I believe these increases will make it impossible to sell our homes in the future. Prospective buyers usually want to see the utility bill and will ultimately back away from any decisions to live in our community. It really does not make sense that a certain area has to pay so much more while surrounding cities have much lower rates.

As Senior Citizens, we have seen our retirement accounts hig lower that what we could ever have imagined and in addition, our homes are worth much less than what we paid for them. These increases are the final blow. In order to have representation at these meetings, we had to dig deeper into our meager savings to pay a special assessment for legal fees. I urge all concerned to rethink these decisions regarding the increase in our rates.

*Thank you.*

### Step 4

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

# Arizona Corporation Commission Public Comment Form

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

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### Step 2

RESET FORM

YOUR NAME <b>Bernadette and Ray Baun</b>	DATE <b>August 10, 2011</b>
ADDRESS <b>20562 W. Canyon Drive</b>	PHONE (HOME) <b>623-251-7735</b>
CITY, STATE, ZIP <b>Buckeye, Arizona 85396</b>	CELL PHONE <b>910-523-2704</b>
DOCKET YOU WISH TO COMMENT ON: <b>Proposed Sewer Rate Increase</b>	DOCKET NUMBER <b>SW-01303A-09-0343</b>
CASE OR UTILITY NAME <b>Arizona American Water Company</b>	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
E-MAIL ADDRESS <b>rbbaun@cox.net</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

My husband and I moved to Verrado in November, 2010. Needless to say, we were not happy with the rate increase of 53 percent which was granted in January, 2011, right after we moved in. However, we were even more distressed to learn that Arizona American Water Company is now asking that the Anthem/Aqua Fria Wasterwater District be divided into two districts. We opposed this because creating two separate districts is inefficient and not cost effective. Furthermore, we oppose the grossly disparate rate increase request for the Aqua Fria Wastewater District in which Verrado is located. It is extremely inequitable to reduce the rate for the Anthem District to approximately 15 percent, while at the same time increasing the rate for the Aqua Fria District to 139 percent. While certainly Arizona American may be entitled to an increase, that increase was already granted in January of this year and we oppose the current request.

Thank you for your consideration.

*Bernadette Ray Baun*  
Bernadette and Ray Baun



# Arizona Corporation Commission Public Comment Form

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

### Step 1

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### Step 2

RESET FORM

YOUR NAME <b>John and Elaine Belleville</b>	DATE <b>8/11/2011</b>
ADDRESS <b>13259 West Micheltorena Drive</b>	PHONE (HOME) <b>623-444-4433</b>
CITY, STATE, ZIP <b>Sun City West, AZ 85375</b>	CELL PHONE <b>SW-01303A-09-0343+</b>
DOCKET YOU WISH TO COMMENT ON: <b>Wastewater Rate Increase</b>	DOCKET NUMBER <b>W-01303A-09-0343</b>
CASE OR UTILITY NAME <b>Arizona American Water</b>	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
E-MAIL ADDRESS <b>jfbell@peoplepc.com</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

*We are residents of Corte Bella in Sun City West, AZ. We have lived here almost 6 yrs, & love this community.*

*We bought here because it was a 55+ community, our monthly water bill is over \$140.00 due to numerous increases over the past several years. With the proposed increase, our bill will be close to \$200.00 per month.*

*Please reconsider this increase as a lot of people here live on a fixed income. This increase will also affect home prices in the event of having to sell due to unforeseen circumstances. Thank you!*

Mr. John Belleville  
13259 W. Micheltorena Dr.  
Sun City West, AZ 85375-1611

This letter is in reference to the deconsolidation of the Anthem/Aqua Fria Wastewater District as part of Docket No SW-01303A-09-0343 and W-01303A-09-0343. Ten years ago the ACC approved the current makeup of the Anthem/Agua Fria Wastewater District which included Anthem, Corte Bella and others. After ten years and as a result of increasing cost, Anthem residents determined that they no longer like the make-up of the Anthem/Aqua Fria Wastewater District. They feel they are paying too much for wastewater rates and want to deconsolidate the District. In doing so, they can reduce their wastewater increase to 15.5% at the expense of everyone else. Deconsolidation would result in an increase of 139.7% for Corte Bella residents or an average of \$484.44 per year along with an additional proposed 82.9% increase in the water rates (Docket No. W-01303A-10-0448). The average water bill increase would be \$786.00 per year. Unheard of! Every resident within this district should be paying the same rate. Rearranging the district to benefit one segment of the population is not right. Consider the results if everyone rearrange and manipulated other services to meet their specific needs. For example, I am retired and live in Sun City West. I no longer have children in school. Yet, I am required to pay the Peoria Unified school taxes and the community college bonds which amount to 76% of my property tax. What would happen if all Sun City West residents could re-organize and decided to stop paying school and college taxes. Would that be right for Peoria? Just imagine the outrage of the Peoria residents.

When the people of Anthem and Corte Bella moved here there was one consolidated water district. We all knew this, we were all aware of the rates, and knew that there could be modest increases over time. Water is a necessity of life, and an excessive increase of this size favoring one group over another is outrageous. It is not like gas where I can chose to stay home, car pool, buy a more fuel efficient car or shop around for the cheapest gas. You are a monopoly, and I must buy your product. I have no choice. The price I pay is at the discretion of the commission. I can only reduce the amount of water that I use by so much. Some of my choices would be let my landscaping die, shower less often, wash clothes less often, or even flush the toilet less. No private company could survive or even would consider a price increase of 82.9% and 139.7%. I cannot move because of the housing crisis. My home has lost over 40% in value. A water increase of this size would have a major impact on our already depressed housing prices. These increases would also impact how often people will go out to eat and possibly future vacations. Having had to absorb huge losses in our retirement savings, depressed housing prices, large increases in medical care, food and gas, I never thought that the water bill would be the straw that broke the camel's back. I live on a fixed income, and I cannot continue to live with these extreme increases. You should not approve deconsolidation. Please give this proposal careful consideration and vote no to deconsolidation of the Anthem/Agua Fria Waste water District. A vote to deconsolidate could have irreparable damage. Thank you.

Don Unsworth  
12936 W. Micheltorena Dr.  
Sun City West, Arizona 85375

Phone: 632-217-2587

Don & Cindy Unsworth  
12936 W. Micheltorena Dr.  
Sun City West, AZ 85375

# Arizona Corporation Commission Public Comment Form

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

## Step 1

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## Step 2

**RESET FORM**

YOUR NAME Kenyon A. Spencer	DATE August 10, 2011
ADDRESS 3772 N. Denny Way	PHONE (HOME) 623-866-9596
CITY, STATE, ZIP Buckeye, AZ 85396	CELL PHONE 623-866-9596
DOCKET YOU WISH TO COMMENT ON: Proposed Deconsolidation	DOCKET NUMBER W-01303A-09-0343
CASE OR UTILITY NAME Arizona American Water	YOUR POSITION ON THE DOCKET PRO <input type="radio"/> CON <input checked="" type="radio"/> OTHER <input type="radio"/>
E-MAIL ADDRESS Ken80401@cox.net	

## Step 3

ENTER YOUR COMMENTS HERE:

I object to the proposed. See attached letter detailing my comments against this issue.

August 9, 2011

Arizona Corporation Commission  
Consumer Services Section  
1200 West Washington Street  
Phoenix, AZ 85007

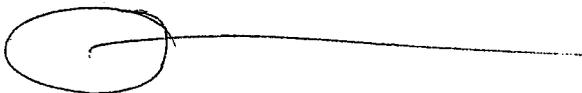
**Subject: W-01303A-09-0343**  
Proposed Deconsolidation

Dear Commissioners:

I'm filing my objection to the deconsolidation of the Anthem/Aqua Fria Wastewater District into two separate wastewater districts with their own rate structure. As a resident of Verrado, I highly object to this process. Besides looking at a \$2000 annual increase in water fees, I am now being faced with another increase of 139.7% for the wastewater increase. This is absolutely uncalled for. I have never heard of such a thing in all the places that I have lived. This is just totally irresponsible on the part of Arizona American Water. With all their management expertise and professional staff it appears that they failed to manage appropriately and project for an expense that was to be shared by an ever increasing population which never materialized. Now the expectation is that we should pay for their mistakes. To pay for their inability to accurately create a reasonable and workable business plan moving forward. They need to look at other ways to manage their expenses rather than turning to their customers to pass through unreasonable costs to individual homeowners.

Deconsolidation does not make sense for several reasons, including the Commission's order on January 6, 2011 that Arizona-American develop a consolidation proposal that includes all of its systems in a future rate application. Deconsolidation would cause rate shock to customers in a new Agua Fria Wastewater District and is a backward step if consolidation of systems is ordered in the next rate case. Maintaining consolidated systems at this time will preserve the benefits of consolidated systems, including lower administrative and rate case expenses, improved rate stability, and reduced customer confusion.

Respectfully Submitted

A handwritten signature in black ink, consisting of a large, loopy initial 'K' followed by a long horizontal line extending to the right.

Kenyon A. Spencer  
3772 N Denny Way  
Buckeye, AZ 85396

# Arizona Corporation Commission Public Comment Form

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

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### Step 2

YOUR NAME <b>Thomas W. Mauger</b>	DATE <b>20 Aug 2011</b>
ADDRESS <b>23023 N Las Positas Dr</b>	PHONE (HOME) <b>764 8466</b>
CITY, STATE, ZIP <b>Sun City West, AZ 85375</b>	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: <b>SW-01303A-09-0343 and W-01303A-09-0343</b>	DOCKET NUMBER <b>SW-01303A-09-0343 and W-01303A-09-0343</b>
CASE OR UTILITY NAME	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>tmauger1@cox.net</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

I object to the deconsolidation of the Anthem/Aqua Fria Wastewater District. If approved this will raise my wastewater rate by 140%. This proposed rate is extremely high and will be a challenge to budget for. The Anthem/Aqua Fria Wastewater District was formed about ten years ago. By deconsolidation you will break up the base number of users and reduce the number of customers paying for waste water service. This is not the way to go. In this day and age of budget challenges raising the rate on customers by 140% is not reasonable at all.

### Step 4

This form may be completed, printed and mailed to:

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

# Arizona Corporation Commission Public Comment Form

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

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### Step 2

YOUR NAME <b>Jack and Carol Storm</b>	DATE <b>08/18/11</b>
ADDRESS <b>22227 N Arrellaga Dr</b>	PHONE (HOME)
CITY, STATE, ZIP <b>Sun City West, Az 85375</b>	CELL PHONE <b>210-389-2801</b>
DOCKET YOU WISH TO COMMENT ON: <b>Increase in Wastewater Rates</b>	DOCKET NUMBER SW-01303A-09-0343 and W-01303A-09-0343
CASE OR UTILITY NAME <b>Arizona Am Water</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>Jackandcarols@gmail.com</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

We can understand that costs go up in order to build and improve services..... "BUT 139.7%".....Come on.....Our cost for wastewater is already higher than anywhere we have ever lived and we have lived in a dozen different areas and 3 different states. We are on a fixed income as are most people in this area. We cannot believe that there is not a better way to handle this than place a hardship on so many lives.

### Step 4

This form may be completed, printed and mailed to:

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

# Arizona Corporation Commission Consumer Inquiry and/or Complaint Form

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

### Step 1

Before submitting a complaint to the ACC, please visit this website: <http://www.azcc.gov/divisions/utilities/forms/who.asp> to determine if the Commission regulates the service. If the company is regulated, please contact the company first. If you have already contacted your utility company and are not satisfied with its response, please fill out this form and click to email at the bottom.

### Step 2

Reset

YOUR NAME <i>Gregory Albrecht</i>	DATE <i>8/22/11</i>
ADDRESS <i>22616 N. San Ramon Dr.</i>	PHONE (HOME) <i>623-399-8030</i>
CITY, STATE, ZIP <i>Sundcity West, AZ 85375</i>	CELL PHONE
NAME THAT APPEARS ON THE BILL <i>Gregory Albrecht</i>	ALTERNATE PHONE (DAYTIME)
NAME OF THE UTILITY COMPANY <i>Arizona American Water</i>	ACCOUNT NUMBER <i>23-0225975-5</i>
E-MAIL ADDRESS <i>GWA1brecht98@g.com</i>	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input type="checkbox"/>

### Step 3

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY:

*Ref: Docket Nos: SW-01303A-09-0343 +  
W-01303A-09-0343*

*If deconsolidation is approved, the average wastewater bill will have a annual increase of \$484 per month. This will greatly affect use since we are on a fixed retirement income with no COLAs the last three years.*

*The amount increase for Corte Bella verse Anthem is not equitable.* Step 4

Please include copies of any documentation, such as bills, that our office would need to provide a response.

### Step 5

**Print and Mail to:** Arizona Corporation Commission  
1200 W. Washington St  
Phoenix, AZ 85007

EMAIL FORM

# Arizona Corporation Commission Consumer Inquiry and/or Complaint Form

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

## Step 1

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## Step 2

Reset

YOUR NAME Michael Koshay	DATE Aug. 20, 2011
ADDRESS 13222 W Santa Ynez Dr.	PHONE (HOME) 623-544-1535
CITY, STATE, ZIP Sun City West, AZ 85375	CELL PHONE 623-271-3348
NAME THAT APPEARS ON THE BILL Mike Koshay	ALTERNATE PHONE (DAYTIME)
NAME OF THE UTILITY COMPANY Arizona American Water	ACCOUNT NUMBER 23-0353025-3
E-MAIL ADDRESS mchlkshy@aol.com	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input type="checkbox"/>

## Step 3

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY:

I am against a proposal to deconsolidate the Anthem / Agua Fria Wastewater District as part of Docket No. SW-01303A-09-0343 and W-01303A-09-0343. If deconsolidation is approved, the average wastewater bill for Corte Bella residents will increase from \$67.97 per month to \$108.34 per month. This will amount to a 139.7% increase in wastewater rates since 2010. This proposed change would result in a very undesirable outcome. Creating a financial burden to my fixed income, and adding still another negative to the value of my home.

## Step 4

Please include copies of any documentation, such as bills, that our office would need to provide a response.

## Step 5

Print and Mail to:  
Arizona Corporation Commission  
1200 W. Washington St  
Phoenix, AZ 85007

EMAIL FORM

# 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 <b>Marsha Judge</b>	DATE <b>8/21/11</b>
ADDRESS <b>23320 N. Pedregosa Drive</b>	PHONE (HOME) <b>623-322-9123</b>
CITY, STATE, ZIP <b>Sun City West, AZ 85375</b>	CELL PHONE <b>715-697-9417</b>
DOCKET YOU WISH TO COMMENT ON: <b>Proposed wastewater increase to Aqua Fria</b>	DOCKET NUMBER <b>SW-01303A-09-0343</b>
CASE OR UTILITY NAME <b>Arizona American Water</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>mjudge623@gmail.com</b>	

## Step 3

ENTER YOUR COMMENTS HERE:

When I was recently widowed, I decided to move across the country, from Wisconsin to Arizona to be closer to family. I was also pleased to be leaving behind Wisconsin's high property taxes in my retirement. Now a resident of Arizona, I'm appalled that they are considering such a drastic increase for water and sewer! I have listened to my new neighbors and know that I am not alone with this proposed financial burden.

Being in a retirement community most residences leave during the summer months, so there will not be a true representation, if a decision is made at this time. Please address this during the winter months, when a full population is available to comment on a situation that will effect us all.

The current economy of our country is going to place a strain on many who are retired but this astronomical increase in water rates is unfair and will make life difficult.

Thank you.

## Step 4

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

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## Step 2

YOUR NAME James & JoAnn DeVico	DATE 08/21/2011
ADDRESS 4011 N. Park Street	PHONE (HOME) 623-466-8778
CITY, STATE, ZIP Buckeye/Verrado Resident, AZ. 85396	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: Proposed Sewer Rate Increase	DOCKET NUMBER
CASE OR UTILITY NAME SW-01303A-09-0343	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS	

## Step 3

ENTER YOUR COMMENTS HERE:

We oppose any sewer rate increase.

## Step 4

This form may be completed, printed and mailed to:

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

*Step 1*

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*Step 2*

YOUR NAME <b>Roy Sawyer</b>	DATE <b>8-21-11</b>
ADDRESS <b>22704 N Montecito Ave.</b>	PHONE (HOME) <b>623-566-6620</b>
CITY, STATE, ZIP <b>Sun City West AZ 85375</b>	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: <b>SW-01303A-09-0343</b>	DOCKET NUMBER <b>W-01303A-09-0343</b>
CASE OR UTILITY NAME <b>Anthem/Agua Fria Wastewater District</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>lorettasawyer@cox.net</b>	

*Step 3*

ENTER YOUR COMMENTS HERE:

If deconsolidation is approved, the average wastewater bill for Corte Bella residents will increase by \$40.37 a month. Being retired does not allow for such an impacting water bill increase to our small income. The ACC approved the current makeup of the Anthem/Agua Fria Wastewater District nearly ten years ago. Now the ACC is considering a change that would increase Anthem a mere 15.5% with the balance being incurred by Corte Bella residents and others. The ACC should not approve deconsolidation under these circumstances.

*Step 4*

This form may be completed, printed and mailed to:

Arizona Corporation Commission

# Arizona Corporation Commission Public Comment Form

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

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.

YOUR NAME Nancy Wendler	DATE 8/22/2011
ADDRESS 12923 W Chapala Drive	PHONE (HOME) 623-322-6263
CITY, STATE, ZIP Sun City West, AZ 85375	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: SW-01303A-09-0343	DOCKET NUMBER SW-01303A-09-0343
CASE OR UTILITY NAME Water increase American Water	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS njwendler@msn.com	

#### ENTER YOUR COMMENTS HERE:

Recommended increase is 140%...I am retired and on a fixed income. I understand rate increases, but this is very excessive. States like Florida and Texas and North Carolina love our demographic. We will be forced to move to such a location if this kind of an increase is tolerated by your commission as it means we cannot depend on you for future unfair and unrealistic hikes of such magnitude.

Is it not your commission's main purpose to protect citizens from such over-the-top rate hikes??

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

# Arizona Corporation Commission Public Comment Form

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### Step 2

YOUR NAME <b>Edwin Crosley</b>	DATE <b>8/18/2011</b>
ADDRESS <b>12831 W. EL Sueno Dr</b>	PHONE (HOME) <b>623-234-3331</b>
CITY, STATE, ZIP <b>Sun City West, AZ 85375</b>	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: <b>SW-01303A-09-0343</b>	DOCKET NUMBER <b>W-01303A-09-0343</b>
CASE OR UTILITY NAME <b>az American Water</b>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <b>edshar627@cox.net</b>	

### Step 3

ENTER YOUR COMMENTS HERE:

Raising of Water Rates would definitely affect my family since we are on a limited income ,since I am retired. This will decrease the value of property in Corte Bella which is not good. People will not want to buy in Corte Bella because of high water rates.Please forget raising any rates because alot of people will move from Corte Bella.

### Step 4

This form may be completed, printed and mailed to:

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

# 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 Douglas Edwards	DATE 8/23/11
ADDRESS 13517 W Sola Drive	PHONE (HOME) 623 561-9170
CITY, STATE, ZIP Sun City west, AZ 85375	CELL PHONE
DOCKET YOU WISH TO COMMENT ON: Anthem/Aqua Fria Wastewater District Deconsol.	DOCKET NUMBER SW-01303A-09-0343
CASE OR UTILITY NAME Arizona American Water Company	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS d.edwards795@yahoo.com	

### Step 3

ENTER YOUR COMMENTS HERE:

The proposal to deconsolidate the Anthem/Aqua Fria Wastewater District (Docket Nos. SW-01303A-09-0343 and W-01303A-09-0343) if approved would result in an increase to the average wastewater bill for Corte Bella residents of 140% since 2010. The amount of the average bill would increase from \$68 to \$108 a month. Additionally, Arizona American Water Co. (AAWC) is requesting an 83% increase in water rates as part of Docket No. W-01303A-10-0448. This will increase the average water bill for Corte Bella residents by another \$25. This would result in an increase in our water bill by \$1260 a year, making the cost of water more expensive than our property taxes. This is outrageous, absurd and no where near a fair and reasonable rate increase. I believe there are two driving forces behind AAWC's latest rate requests. 1) The new wastewater treatment plant constructed in anticipation of explosive growth in the far West Valley and 2) the pending sale of AWCC to Epcor, a Canadian Company. Number 1 was an extremely poor and ill advised business decision whose burden should be shared by the corporate executives and shareholders, not the ratepayers, and Number 2 reeks of a sweetheart deal to increase the value of AWCC pending the sale to Epcor. Please disallow the deconsolidation of the wastewater district, and deny the rate increase request for the above reasons.

### Step 4

This form may be completed, printed and mailed to:

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



13517 W Sola Drive  
Corte Bella  
Sun City West, AZ 85375  
August 23, 2011

Arizona Corporation Commission  
c/o Consumer Services Division  
1200 W Washington Street  
Phoenix, AZ 85007

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

As residents of Corte Bella we have recently received notice of two proposed rate increases by Arizona American Water Co. (AAWC). This is due in part to a proposal to deconsolidate the Anthem/Aqua Fria Wastewater District (Docket Nos. above). It is our understanding that if this deconsolidation is approved by the Arizona Corporation Commission (ACC), Corte Bella residents' wastewater bills will increase from \$67.97 a month to \$108.34 a month. This would represent a nearly 140% increase in wastewater rates since 2010! This is an unconscionable and staggering amount to anyone living on a fixed income.

Additionally, AAWC has proposed a nearly 83% increase in water rates! This would result in an increase of approximately \$25 a month in the average Corte Bella resident's bill. Again, a rate increase far beyond the norm, and one with a significant detrimental impact on retirees.

There also seems to be a huge disparity in rate structures between the communities served by AAWC. Why are some communities paying exorbitant rates, when others pay much more reasonable rates? Our average water bill in Corte Bella with the new rate increase just implemented is \$130 a month, before this new exorbitant rate. A City of Surprise resident's average water bill is currently \$30 a month. This discrepancy is absurd. We submit that the AAC seriously consider requiring the adoption of a more equitable rate structure with all AAWC customers in our district.

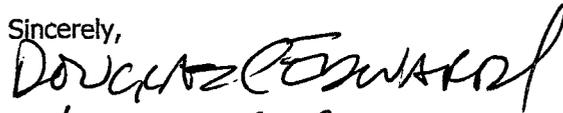
Further, why are there two different water meter sizes installed in Corte Bella (  $\frac{3}{4}$ " and 1" ), and why are there two different water rates based on the meter size? What difference does it make if one consumes 7000 gallons a month utilizing a  $\frac{3}{4}$ " meter or a 1" meter? The rate should be the same. A residential user is a residential user regardless of meter size, and if the usage is the same, the bill should also be the same.

Lastly, with the pending sale of AAWC to Epcor, a Canadian Company, the requested rate increase can't be coincidental. This smells of a sweetheart deal to make the pending sale much more attractive to the purchaser.

Please consider these points when determining this latest rate increase request by AAWC. For all the above mentioned reasons, we respectfully request that you deny this latest request for rate increases by AAWC.

Thank you for your consideration.

Sincerely,



Douglas C Edwards  
Susan E Edwards

(623) 561-9170  
[d.edwards795@yahoo.com](mailto:d.edwards795@yahoo.com)

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

Re: **DOCKET NO. WO1303A-10-0408**

Dear Commission:

I attended the public comment meeting on August 22, 2011 at the Sonoran Plaza in Sun City Grand, Surprise, AZ.

The large crowd there was objecting to the rate increase and I strongly agree. I especially agree there should not be a rate increase because of the low quality of water. My "cold" water in the summer is so hot that showers are uncomfortable. When I need to wash my fresh fruit, the water from the cold faucet is hot and not what is expected for washing fruit. Of course it is also too hot to drink and requires ice cubes to make it cool.

With such low quality water, I would think a rate decrease would be in order and not an increase.

Sincerely,

Carroll K. Simkins  
18450 N. Hibiscus Lane  
Surprise, AZ 85374

623-544-4778

# Arizona Corporation Commission Public Comment Form

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

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.

YOUR NAME <i>Gabriela Gonzales</i>	DATE <i>8-20-11</i>
ADDRESS <i>4422 N. Sycamore Drive</i>	PHONE (HOME)
CITY, STATE, ZIP <i>Buckeye Arizona 85396</i>	CELL PHONE <i>623 4551823</i>
DOCKET YOU WISH TO COMMENT ON: <i>Sewer rate increase in Anthem/Agua Fria Wastewater District</i>	DOCKET NUMBER <i>SW-01303A-09-0343</i>
CASE OR UTILITY NAME <i>Arizona American Water Company</i>	YOUR POSITION ON THE DOCKET PRO <input type="checkbox"/> CON <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>
E-MAIL ADDRESS <i>mistral8@cox.net</i>	

ENTER YOUR COMMENTS HERE:

*I am a fixed income, senior citizen resident of Verrado Community in Buckeye. I am strongly opposed to an overall increase of 139.7% in sewer rates and opposed to consolidation. This increase in sewer rates will drive residents out of this community; potential home buyers and renters. It could result in an actual reduction in paying customers to Arizona American Water. The utility needs to find another way to deal with plant costs. We should not all be punished and pushed to the financial brink because they mis calculated and over built.*

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Arizona Corporation Commission  
Consumer Services Section  
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Phoenix, AZ 85007