W-01303A-10-0448 ORIGINAL

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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller **Phone:** 602-542-4143 **Fax:**

Priority: Respond Within Five Days

Opinion No. 2011 - 98664 **Date:** 9/2/2011

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

	First:	Last:
Complaint By:	Sharon and Randall	Roberts

Account Name: Sharon and Randall Roberts **Home:** [redacted]

Street: [redacted] **Work:**

City: Surprise **CBR:**

State: AZ **Zip:** 85387 **is:**

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AZ CORP COMMISSION
DOCKET CONTROL

Utility Company. Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins **Contact Phone:** [redacted]

Nature of Complaint:

Docket No. W-01303A-10-0448
TO: Arizona American Water
FROM: Sharon and Randall Roberts, home owners, Sun City Grand
DATE: August 15, 2011
SUBJECT Rate increase/Amount of Increase

My understanding of the situation is that a water plant was built by Arizona American Water in anticipation of homes that were to be constructed in the area between Sun City Grand and Festival. The plant was to be paid for by the developers and water hookup fees for all the new homes that were expected. Unfortunately, the homes never materialized due to a slowdown in the economy. Arizona American Water could have stopped or scaled back construction of the new water plant but they did not.

Now Arizona American Water is stuck with a new water plant with no way to pay for it so the cost is being passed on to the present customers of Sun City Grand and perhaps others in the form of a rate increase. This is totally unethical and must be halted. The water plant was not built for Sun City Grand. Why should the residents of Sun City Grand have to pay for Arizona American Water's mistake?

Even if an increase were warranted, the amount of the proposed increase is way out of reason. Whoever came up with this figure must be living in a different world. At this time, we are facing a sick economy. Many people are out of work and are not sure what lies ahead. Many businesses have closed and others are just holding on. Many have seen their retirements shrink. Just watch the news or read the headlines. This increase would pose a real hardship on many of the Sun City Grand residents. No, this is not the time to be asking for exorbitant rate increases.

Sincerely,

Sharon H. Roberts
End of Complaint

Arizona Corporation Commission
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