

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



ORIGINAL



0000129849

LAGARVE DIRECTOR

ARIZONA CORPORATION COMMISSION

September 20, 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 8 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

SEP 20 2011

DOCKETED BY *AD&R*

AZ CORP COMMISSION  
DOCKET CONTROL

2011 SEP 20 P 3:40

RECEIVED

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

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99156

Date: 9/16/2011

Complaint Description: 08A Rate Case Items - Opposed  
8G Consolidation - Opposed

First:

Last:

Complaint By: **Betty Jo & Richard Sargent**

Account Name: Betty Jo & Richard Sargent

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip: 85396

is: E-Mail

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

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Arizona American Water  
SW-01303A-09-0343

RE: Opposed Deconsolidation and Sewer Rate Increases

Arizona Corporation Commission  
1200 W Washington Street  
Phoenix, Arizona 85007

Dear Commissioners:

We think the proposed rate increase is outrageous! The company built an additional facility which was supposed to be paid by new hookups which was not needed at the current time. We should not be responsible for their financial hardships when they overbuilt during this down turn in the economy. Our sewer rates increase in the Anthem/Agua Fria Waste Water District was granted a 53.98% on January 6, 2011 which we are paying as a resident of Verrado in Buckeye, AZ. On April 1, 2011 Arizona American Water applied to deconsolidate this district into two separate districts. Verrado residents under the new Agua Fria Waste Water District under this proposal will have a 139.7% increase while Anthem's is lowered to 15.5%. This is unfair and will have many of us on a budget and struggling just to get by to not walk away for our homes and this beautiful community of Verrado.

Most of us are underwater with our homes but we will have to live with that for the long term. The homeowners have had to take responsibility for our homes so then Arizona American Water should have to take responsibility for how the economy has affected them.

All of us are struggling with this economy with pay cuts and loss of jobs. It is totally unreasonable that they are requesting a rate increase of 139.7%. The increase will not only affect our homes but also our HOA fees. Please do not LOWER Anthem's rates while you raise ours in Buckeye. Most of us will have to abandon our dream of

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

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living in this beautiful community of Verrado if you grant these increases.

I do hope as ELECTED OFFICIAL you deny deconsolidation and any rate increase and stand for residents and not AZ American Water.

Thank you,  
Betty Jo Sargent  
Richard Sargent  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket No. W-01303A-09-0343 and SW-01303A-09-0343. closed  
\*End of Comments\*

**Date Completed: 9/16/2011**

**Opinion No. 2011 - 99156**

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

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plants, facilities, and infrastructure that serve our community.

As Anthem residents we pay for a state of the art wastewater treatment facility; why should we also be paying for the costs of facilities that we do not use and will never use? Anthem's system has no physical connection to the Agua Fria system - we should not pay for what is not "used and useful" by Anthem residents!"

I understand that deconsolidation will result in increased rates for Agua Fria customers. I also understand that the Anthem Community Council has proposed a phase-in of the rates, similar to what we experienced in the recent water rate case, as a means of softening the impact. I support this phase-in as a means of mitigating the effect of the rate increase through a 3-year phase-in of the rates.

The bottom line is that deconsolidation of the Anthem/Agua Fria wastewater district is the right thing to do under the current model for private water/wastewater systems in Arizona. It returns our service to what is "just and reasonable." To not deconsolidate is to go against the principles that the Commission has advocated and would result in different and unfair treatment for Anthem ratepayers.

Deconsolidation is consistent with the stand alone, cost of service systems owned and operated by AAWC throughout the state, and creates an even playing field. To delay until consolidation is considered is unfair; statewide consolidation has not occurred to date, and may or may not occur at an unknown time in the future. The time to correct this disparity is NOW by approving deconsolidation of the Anthem/Agua Fria wastewater district as put forth by the AAWC in their April 1 filing.

I urge you and your fellow Commissioners to right this wrong, and deconsolidate the Anthem/Agua Fria wastewater district.

Respectfully,

Jill M Tetsell

Anthem, AZ 85086

Dick & Jill Tetsell  
D L Jones & Associates

Anthem AZ 85086

Jill 4

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: 9/14/2011

Opinion No. 2011 - 99062

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

Investigator: Guadalupe Ortiz      Phone:      Fax: (000) 000-0000

Priority: Respond Within Five Days

Opinion No. 2011 - 99066      Date: 9/14/2011

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

Complaint By:      First:      Last:  
**Joan**      **Meyer**

Account Name: Joan Meyer      Home: (000) 000-0000

Street: n/a      Work:

City: n/a      CBF

State: AZ      Zip: 00000      is: E-Mail

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

Division: Water

Contact Name:      Contact Phone: (000) 000-0000

Nature of Complaint:

\*\*\*\*\*OPINION IN FAVOR\*\*\*\*\*

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

EMAIL RECEIVED:

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From: Joan Meyer [mailto:joan.meyer@arizona.com]  
Sent: Thursday, September 01, 2011 11:20 AM  
To: Utilities Div - Mailbox  
Subject: Deconsolidation of Anthem Wastewater District

Members of the Arizona Corporation Commission:

I am a resident of Anthem, Arizona and am sending you this email to let you know that I support deconsolidation of the Anthem wastewater district from the Agua Fria wastewater district.

Sincerely, Joan Meyer  
\*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\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 9/14/2011

Opinion No. 2011 - 99066

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

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Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 99065

Date: 9/14/2011

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

Complaint By: First: Fred and Kathy Last: Dahm

Account Name: Fred and Kathy Dahm

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is: E-Mail

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Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: 75 000 0000

Nature of Complaint:

\*\*\*\*\*OPINION IN FAVOR\*\*\*\*\*

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

EMAIL RECEIVED:

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From: Kathy Dahm [mailto:  
Sent: Thursday, September 01, 2011 1:04 PM  
To: Utilities Div - Mailbox; Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
Subject: Supporting of Deconsolidation  
Importance: High

Hello,

I thank you for taking the time to review my letter in support of deconsolidation of the Anthem/Agua Fria Wastewater District.

Cordially,

Fred and Kathy Dahm  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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

Date Completed: 9/14/2011

Opinion No. 2011 - 99065

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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

Date Completed: 9/6/2011

Opinion No. 2011 - 98719

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

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98583

Date: 9/1/2011

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

First:

Last:

Complaint By: David L. Schildmeyer

Account Name: David L. Schildmeyer

Home: (000) 000-0000

Street: Corte Bella subdivision

Work:

City: Surprise

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED\*\*\*\*\*

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

EMAIL RECEIVED:

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From: David Schildmeyer [mailto:  
Sent: Wednesday, August 31, 2011 8:32 PM  
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

Members of the Arizona Corporation Commission,

My wife and I are residents in the Corte Bella subdivision. We join with our neighbors and residents of Surprise to voice our concerns that the propose deconsolidation on the part of the Aqua Fria Water District will put a crushing financial burden on our budget. We are held hostage to the actions of the Agua Fria Water District and depend on you - our elected officials - to exercise your duty to blunt the outrageous efforts to increase our wastewater rates by 140% since 2010. Additionally, you must not permit the Water District to increase our water rates by an additional 83%.

The stated reason for the water rate increase is due to the lack of expected revenue to cover the cost of building a \$64 million water treatment plant. The motive for the building the plant may be honorable, but the decision to build was nothing more than a basic business decision, not very well considered. A bad decision should not be shifted to existing customers who are subject to a "water monopoly" and cannot go elsewhere to find fair water rates.

The proposed Water District increases will average over \$40 for wastewater and nearly \$100 for drinking water. These rates far exceed anything that I have ever heard being suggested by any company, anywhere,

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

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anytime. Not only are we being held captive to these increases, they come on top of increases gasoline costs, higher groceries, increased pharmaceutical fees, increasing insurance premiums, etc. For those of us on fixed income who have had no increases for the last two years, these new water costs will demand budget sacrifices.

A simple solution would be to sell the house and remove the burden of increased water fees, but that is plainly not a viable solution in today's housing market. Increasing fees as requested by the Agua Fria Water District will further decrease the value of our homes - not for just the moment, but for a long, long time. When prospective buyers consider buying in a new location, they always look at taxes and utilities. When they see the water utility expense, my bet is they may look elsewhere. Any seller in the city of Surprise will be affected.

In closing, I urge you to examine this proposal with the knowledge that we as your constituents should not be made to suffer for the Agua Fria Water District's bad decisions and greed.

Respectfully, David L. Schildmeyer  
\*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: 9/1/2011**

**Opinion No. 2011 - 98583**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98953

Date: 9/12/2011

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

First:

Last:

Complaint By: Zachary

Davidson

Account Name: Zachary Davidson

Home: (000) 000-0000

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Zach Davidson [mailto:zach.davidson@arizona.com]  
Sent: Sunday, September 11, 2011 7:31 PM  
To: Utilities Div - Mailbox  
Subject:

Commissioner Arizona Corporation Commission  
Commissioners Wing  
1200 West Washington  
Phoenix, AZ 85007-2996

Dear Commissioners:

SW-01303A-09-0343

I am writing in support of deconsolidation of the Anthem/Agua Fria Wastewater District operated by Arizona American Water Company (AAWC). I strongly believe that Anthem customers should pay for the treatment plants, facilities, and infrastructure that serve our community. As Anthem residents we pay for a state of the art wastewater treatment facility; why should we also be paying for the costs of facilities that we do not use and will never use? Anthem's system has no physical connection to the Agua Fria system - we should not pay for what is not "used and useful" by Anthem residents!"

I understand that deconsolidation will result in increased rates for Agua Fria customers. I also understand that the Anthem Community Council has proposed a phase-in of the rates, similar to what we experienced in the recent water rate case, as a means of softening the impact. I support this phase-in as a means of mitigating the effect of the rate increase through a 3-year phase-in of the rates.

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

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The bottom line is that deconsolidation of the Anthem/Agua Fria wastewater district is the right thing to do under the current model for private water/wastewater systems in Arizona. It returns our service to what is "just and reasonable." To not deconsolidate is to go against the principles that the Commission has advocated and would result in different and unfair treatment for Anthem ratepayers.

Deconsolidation is consistent with the stand alone, cost of service systems owned and operated by AAWC throughout the state, and creates an even playing field. To delay until consolidation is considered is unfair; statewide consolidation has not occurred to date, and may or may not occur at an unknown time in the future. The time to correct this disparity is NOW by approving deconsolidation of the Anthem/Agua Fria wastewater district as put forth by the AAWC in their April 1 filing.

I urge you and your fellow Commissioners to right this wrong, and deconsolidate the Anthem/Agua Fria wastewater district.

Respectfully,

Zachary Davidson

Anthem, AZ 85086

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion docketed

\*End of Comments\*

**Date Completed: 9/12/2011**

**Opinion No. 2011 - 98953**

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

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 98901

Date: 9/8/2011

Complaint Description: 8G Consolidation - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: John and Suzanne Alaburda

Account Name: John and Suzanne Alaburda

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85086

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From:

Sent: Thursday, September 08, 2011 10:30 AM

To: Utilities Div - Mailbox

Cc: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web

Subject: Anthem Waste Water

9-8-11

Commissioner Arizona Corporation Commission Commissioners Wing 1200 West Washington Phoenix, AZ  
85007-2996 Dear Commissioner(s) \_Newman, Burns, Pierce, Stump and Kennedy:  
SW-01303A-09-0343

I am writing in support of deconsolidation of the Anthem/Agua Fria Wastewater District operated by Arizona American Water Company (AAWC). I strongly believe that Anthem customers should pay for the treatment plants, facilities, and infrastructure that serve our community. As Anthem residents we pay for a state of the art wastewater treatment facility and as such should not be required to pay for the costs of facilities that we do not use and will never use. Anthem's system has no physical connection to the Agua Fria system thus making no sense for us to burden additional charges to our already high bills!

I understand that deconsolidation will result in increased rates for Agua Fria customers. I also understand that the Anthem Community Council has proposed a phase-in of the rates, similar to what we experienced in the recent water rate case, as a means of softening the impact. I support this phase-in as a means of mitigating the effect of the rate increase through a 3-year phase-in of the rates.

The bottom line is that deconsolidation of the Anthem/Agua Fria wastewater district is the right thing to do under the current model for private water/wastewater systems in Arizona. It returns our service to what is "just and reasonable." To not deconsolidate is to go against the principles that the Commission has advocated and would

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

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result in different and unfair treatment for Anthem ratepayers.

Deconsolidation is consistent with the stand alone, cost of service systems owned and operated by AAWC throughout the state, and creates an even playing field. To delay until consolidation is considered is unfair; statewide consolidation has not occurred to date, and may or may not occur at an unknown time in the future. The time to correct this disparity is NOW by approving deconsolidation of the Anthem/Agua Fria wastewater district as put forth by the AAWC in their April 1 filing.

I urge you and your fellow Commissioners to right this wrong, and deconsolidate the Anthem/Agua Fria wastewater district.

Respectfully,

John and Suzanne Alahurda

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Dockets No. W-01303A-09-0343 and SW-01303A-09-0343. closed

\*End of Comments\*

**Date Completed: 9/8/2011**

**Opinion No. 2011 - 98901**

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