

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



ARIZONA CORPORATION COMMISSION

September 20, 2011

To: Docket Control

RE: Arizona American Water Company - Customer Comments
Docket No. W-01303A-10-0448

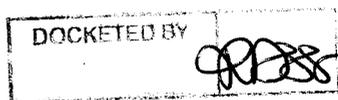
Please docket the attached 7 customer comments OPPOSING a rate increase.

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



AZ CORP COMMISSION
DOCKET CONTROL

2011 SEP 20 P 3:43

RECEIVED

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99154

Date: 9/16/2011

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

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 Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Arizona American Water
W-01303A-10-0448

RE: Oppose Water Rate Increase

Arizona Corporation Commission
1200 W Washington Street
Phoenix, Arizona 85007

Dear Commissioners:

I am writing to let you know that as a resident of Verrado, I am strongly against the water rate increase proposal of Arizona American Water. They state the average bill will go up 82.89% or \$25.13 but not one person that I have spoken too in Verrado would have a \$25.13 increase. A poll of Verrado residents would tell you no one has a water bill under \$100.00 and more like over \$160.00 and over per month. So the average bill will go from \$100.00 to \$182.89 or \$160.00 to \$292.62. That would put most of us who are just staying afloat in this economy to abandon our dream of living in Verrado. This beautiful community could become a ghost town if you let this happen. This increase is totally unacceptable in this economy. With everything going up and our wages going down or the loss of a job this increase is totally unacceptable.

Arizona American Water decided to build the White Tanks Regional Water Treatment plant at a cost of approximately \$63.9 million to provide additional capacity to support customer growth, so when the economy tanked and no one was building houses they then expected us to pay for their bad business decisions. The plant was not needed for current customers of Arizona American Water.

We have found during the past four years that they are the worse at customer service. Many residents of Verrado have horror stories when they have contact them with concerns or complaints. We went from a house on a large lot with grass in the front and back yard to a house with a granite front yard and AstroTurf in the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

backyard. Our bill stayed the same so I called them and asked them to come out to audit the use. You can just see the smile on their face when you talk to them about the rates. Of course they came back and said everything is Ok. Then a few months later the bill goes down \$5.00 per month. Then a few months later it goes up \$10.00 with no rhyme or reason to the changes. Another neighbor was actually laughed at when he called to question his bill. A co-worker said she had paid her bill and had a confirmation number but Arizona American Water credited the wrong account. They shut off her water on a Friday and when she called to see what was going on with the confirmation # they refused to come out unless she paid extra charges to start again on the weekend. She had done nothing wrong but they never returned the extra fees or apologized. We are stuck with this terrible company but please do not stick us with those ridiculous rate increases.

There are two school districts that also would be affected by the rate increases. Agua Fria High School District and Litchfield Elementary School district and with all the cuts the schools have had to endure how exactly are they supposed to pay for the rate increases. With funding cut from the state where do you think they will get the funds. It will come from our children's education and that cannot continue.

I hope as our elected officials will not grant them any rate increase for their bad business decisions. Our home is not the only water increase we would have to endure. Our HOA fee would also go up which could mean at least \$125.00 more each month on top of the fee we are already paying. This is a double whammy for Verrado residents. This is totally unacceptable in this economy. For once I hope you act in the best interest of the public and not the utility company.

Thank you,
Betty Jo & Richard Sargent
Verrado Residents
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-10-0448. closed
End of Comments

Date Completed: 9/16/2011

Opinion No. 2011 - 99154

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98888

Date: 9/8/2011

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

Complaint By: First: Wendy Last: Qualls

Account Name: Litchfield Elementary School District #79

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Litchfield Park

CBR:

State: AZ Zip: 85340

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

LITCHFIELD ELEMENTARY SCHOOL DISTRICT #79

August 29, 2011

Arizona Corporation Commission
Commissioners/Chairman
Consumer Services Section
1200 West Washington
Phoenix, Arizona 85007

Re: Docket No. W-01303A-10-0448

Arizona-American Water Company proposed rate increase and the subsequent impact on the Litchfield Elementary School District.

Dear Madam Chairperson and Commissioners:

Please consider the following financial impact on the Litchfield Elementary School District while contemplating the proposed rate increase for Arizona-American Water Company. The District's current budget for Arizona-American Water Company is approximately \$170,000 for a twelve-month period. Arizona-American Water Company provides services to two schools within the District. The proposed water rate increase would raise costs an estimated \$132,000 for a total of \$302,000. This estimated (\$132,000) increase is equivalent to 2 teachers and 2 aides.

In the current economy, a great hardship would be placed on the school district to absorb such a large rate increase along with the double impact of multimillion-dollar budget cuts from state aid.

Thank you for considering the economic impact of this proposed rate increase on the Litchfield Elementary School District.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Wendy D. Quails
Business Manager
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/8--opinion entered into database and will be docketed.
End of Comments

*****CLOSED*****

Date Completed: 9/8/2011

Opinion No. 2011 - 98888

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98716

Date: 9/6/2011

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

First:

Last:

Complaint By: GERALDINE PONTES

Account Name: GERALDINE PONTES

Home: ((

Street: BUCKEYE

Work:

City: Buckeye

CBR: JEW

State: AZ Zip:

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: (602) 545-5100

Nature of Complaint:

EMAIL RECEIVED:

8/4/2011

GERALDINE PONTES

BUCKEYE, AZ

Hm: ()

Email:

RE: Docket No. W-01303A-10-0448

ATTACHED - Public Comment Section of Form is Blank

9/6/11 Email from Customer:

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

From: Geraldine [mailto:]

Sent: Tuesday, September 06, 2011 12:15 PM

To: Guadalupe Ortiz

Subject: Re: Data from PublicCommentForm

Dear Ms. Ortiz,

I am against the increase in rates. We are already extremely high for both water and sewer. My sewer cost is at least \$75.00 per month due to an increase that was granted to the Arizona Water Company earlier this year. I would not be able to afford my water and sewer costs if an increase was granted. I am an elderly customer and live on a fixed income. We seem to have rate increases at least twice a year.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Thank you for your time.

Geraldine Pontes

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/6/11 Email to Customer:

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

From: Guadalupe Ortiz

Sent: Tuesday, September 06, 2011 11:53 AM

To: 'jewelry-connection1@cox.net'

Subject: RE: Data from PublicCommentForm

Geraldine,

I am writing to confirm that the Arizona Corporation Commission ("Commission") has received your email dated, September 1, 2011 regarding the rate application filed by Arizona American Water Company ("AAWC").

Unfortunately, the Public Comment Form attached to your email does not include any information in the Comment section of the form.

Please respond with any comments that you may have concerning the proposed rate increase.

Thank You,

Guadalupe Ortiz

Public Utilities Consumer Analyst

Arizona Corporation Commission

Utilities Division

Phone: (602)

Fax: (602) 714-1111

Email: Guadalupe.Ortiz@azcc.gov

9/6/11 Email to Customer:

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

From: Guadalupe Ortiz

Sent: Tuesday, September 06, 2011 2:06 PM

To: 'Geraldine'

Subject: RE: Data from PublicCommentForm

Geraldine,

Thank you for your comments, an opinion has been filed on your behalf and will be docketed with the Docket Control Center of the Commission to be made part of the record.

Thank You

Guadalupe Ortiz

Public Utilities Consumer Analyst

Arizona Corporation Commission

Utilities Division

Phone: (602)

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Fax: (602) 255-2229
Email: Gor@acc.gov
CLOSED
End of Comments

Date Completed: 9/6/2011

Opinion No. 2011 - 98716

W 01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99109

Date: 9/15/2011

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

Complaint By: First: Christina Last: Glatt

Account Name: Christina Glatt

Home:

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85387

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

consumer against rate increase

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 9/15/2011

Opinion No. 2011 - 99109

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: . . .

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99188

Date: 9/19/2011

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

Complaint By: First: David Last: Golden

Account Name: David Golden

Home:

Street: :

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Consumer against rate increase
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 9/19/2011

Opinion No. 2011 - 99188

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98887

Date: 9/8/2011

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

First:

Last:

Complaint By: Margaret G.

La Barge

Account Name: Margaret G. La Barge

Home: (000) 000-0000

Street: [REDACTED] e

Work:

City: Waddell

CBR:

State: AZ Zip: 85355

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

Dear Commissioners:

I live in Cortessa Homes in Waddell, AZ. I am a Senior 84 yrs of age and live on a fixed income. I have my home on a reverse mortgage.

If the Arizona American Water Co. raises their rates, I won't have enough money to continue living here. A lot of necessities have raised prices in the past year.

My home insurance bill arrived yesterday and it is \$69.00 over last year. My daughter, who lives with me, has lost her good paying job 2 years ago and has only found part-time work.

The Az American Water Co. should find another way to raise money that they feel they need for expansion.

Thank you.

Margaret G. LaBarge

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/8--opinion entered into database and will be docketed.

End of Comments

*****CLOSED*****

Date Completed: 9/8/2011

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98884

Date: 9/8/2011

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

Complaint By: First: Lisa Last: Hull

Account Name: Lisa Hull

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR: [REDACTED]

State: AZ Zip: 85373

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

I hear that the water company wants to increase our rates 83%. We are a struggling family that has been holding on during these times. Is this really the best time to increase rates for us? Please decline this request by the water company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/8--opinion entered into database and will be docketed.

*****CLOSED*****

End of Comments

Date Completed: 9/8/2011

Opinion No. 2011 - 98884
