

D-01303A-09-0343
SW-01303A-09-0343

ORIGINAL



ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100066 Date: 10/17/2011

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

Complaint By: First: Heidi & Nelson Last: Surovetz

Account Name: Heidi & Nelson Surovetz Home: (000) 000-0000

Street: n/a Work:

City: Anthem CBR:

State: AZ Zip: 85086 is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

October 15, 2011

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

Arizona Corporation Commission
DOCKETED
OCT 18 2011

DOCKETED BY [Signature]

RECEIVED
2011 OCT 18 A 9:31
AZ CORPORATION COMMISSION
SECRET CONTROL

Dear Commissioners:
Re: 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.

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.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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, the Commissioners, to right this wrong, and deconsolidate the Anthem/Agua Fria wastewater district.

Respectfully,

The Surovetz Family
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/17--opinion entered into database and will be docketed.
End of Comments

*****CLOSED*****

Date Completed: 10/17/2011

Opinion No. 2011 - 100066

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fa

Priority: Respond Within Five Days

Opinion No. 2011 99847

Date: 10/6/2011

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

Complaint By: First: Last:
Merijo **Anderson**

Account Name: Merijo Anderson Home: (000) 000-0000

Street: y Work:

City: Surprise CBR:

State: AZ Zip: 85387 is:

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

Division: Water

Contact Name: Contact Phone: (623) 815-3109

Nature of Complaint:

Docket No. W 01303A-09-0343 SW 01303A 09 0343 OPPOSED CONSOLIDATION

Gentlemen:

Please consider our situation here in Anthem. I am in favor of deconsolidating Anthem and Agua Fria wastewater districts.

We cannot take on the rate increase that would occur. We were told our water rates would increase 40% this last time and when the bills came we were increased way over 100%. We had monthly bills of around \$100. and after the rate increase we now pay between \$230 and 250 per month.

The increases in the wastewater would escalate this bill even further. It is not fair to tell us one thing and have it not be true. We cannot afford another MAJOR increase again. Anthem does not use the Agua Fria. Please separate. Thank you.

Nancy and Phil Hutchison
42321 N. Harbour Town Ct
Anthem, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/6/2011

Opinion No. 2011 - 99847

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

10/17--opinion entered into database and will be docketed.

*****CLOSED*****

End of Comments

Date Completed: 10/17/2011

Opinion No. 2011 - 100094

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100121

Date: 10/17/2011

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

Complaint By: First: Vincent J Last: Petrella

Account Name: Vincent J Petrella

Home:

Street: 1

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

From: Vincent J. Petrella [mailto:vin@thecuegroup.com]
Sent: Monday, October 17, 2011 7:03 AM
To: 'Pierce-web@azcc.gov'; 'Stump-web@azcc.gov'; 'Kennedy-web@azcc.gov'; 'Newman-web@azcc.gov';
'Burns-web@azcc.gov'; 'mailmaster@azcc.gov.'
Subject: Docket Nos. SW-01303A-09-0343 and W-01303A-09-0343

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

As a resident of Corte Bella and a member of the HOA Board of Directors, I am writing to you to oppose the deconsolidation of Anthem from the Agua Fria waste water district.

The rate increases of the past few years have been exorbitant and are placing financial hardship on many of Corte Bella residents who are on a fixed income. Further, it is unconscionable that a commission that is elected to protect the interest of their constituents would allow what is essentially a monopoly, to raise rates on a magnitude that the commission has allowed.

We have a choice when it comes to phone service, cable TV and many other consumer necessities but not water or sewer! Water is essential for life and by allowing one company to have such control over this life sustaining natural resources borders on inhumane, discriminating and criminal behavior.

I urge you to deny this rate increase and to pursue consolidation of all communities and districts served by Arizona American Water.

Sincerely,

Vin Petrella

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

10/17--opinion entered into database and will be docketed.
End of Comments

*****CLOSED*****

Date Completed: 10/17/2011

Opinion No. 2011 - 100121

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100119

Date: 10/17/2011

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

First:

Last:

Complaint By: **Glenn M.**

Haynes, Jr.

Account Name: Glenn M. Haynes, Jr.

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85376

is: E-Mail

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

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

I am a resident of Corte Bella Country Club, an age restricted community north of Sun City West. I do not agree with the de consolidation of Anthem and Agua Fria; it should be retained as one district.

These rate increases are simply overwhelming for the residents! To charge so much money for waste water management is difficult to fathom. Having moved here from Southern California an area not known for its low cost of living these increases are beyond my understanding as similar costs for southern California residents is substantially below what is proposed here. Possibly an investigation into the management of this district is warranted!

In addition to this case, Corte Bella residents are also facing a proposed 82.9% increase in water rates as part of Docket No. W-01303A-10-0448. This will increase the average water bill by \$25.13 a month.

The ACC approved the current makeup of the Anthem / Aqua Fria Wastewater District nearly ten (10) years ago. Yet, at the request of the Anthem residents, the ACC is now considering a proposal to de consolidate the District. De consolidation will result in a 139.7% increase in wastewater rates for the new Agua Fria Wastewater District and a mere 15.5% increase in wastewater rates for the new Anthem Wastewater District. The ACC should not approved de consolidation under these circumstances.

Sincerely,

Glenn
Glenn M. Haynes Jr., MS Ed.,WED,HRM,LRM
Educator/Consultant
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

10/17--opinion entered into database and will be docketed.

*****CLOSED*****

End of Comments

Date Completed: 10/17/2011

Opinion No. 2011 - 100119

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fa

Priority: Respond Within Five Days

Opinion No. 2011 98928

Date: 9/9/2011

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

First:

Last:

Complaint By: Charles & Karen

Liquori

Account Name: Charles & Karen Liquori

Home: (000) 000-0000

Street:

Work:

City: Corte Bella

CBF

State: AZ Zip: 85375

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone

Nature of Complaint:

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

Commissioners:

The proposed changes in the make-up of the water districts requested in Docket numbers SW-01303A-09-0343 & W-01303A-09-0343 would be a tremendous hardship on our family. We live in Corte Bella community and the current rates are much higher than those of surrounding communities such as Sun City West. My disabled wife and I are on a fixed income and deconsolidation of the Anthem/Agua Fria Wastewater District would total to an increase of 139.7% to our current sewer service rate of \$70.00 per month. This would be an increase of \$40.37 per month or an annual total of \$484.44.

The Arizona Corporation Commission must understand that we cannot handle such a drastic rate increase in this wastewater rate. Any increase will cause us to have to scale back on many necessary items especially medicines and food. It is not right that seniors such as ourselves should have to choose between paying a utility bill, or paying for items that our needed for health reasons. We currently conserve as much water as possible, and still have a bill that is ridiculously high.

On top of this, there is also a proposed 82.9% water rate increase in Docket number W-01303A-10-0448; which will increase the water bill an average of \$25.13 a month from the current \$51.00

We ask that the Commissioners not approve the deconsolidation of the Anthem/Agua Fria Wastewater District under these circumstances.

Charles & Karen Liquori

Corte Bella, AZ 85375

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

9/28

Emailed to Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 9/28/2011

Opinion No. 2011 - 98928

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99514

Date: 9/28/2011

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

Complaint By: First: **Ann & Bob** Last: **Tingley**

Account Name: Ann & Bob Tingley

Home: (000) 000-0000

Street:

Work:

City: Anthem

CBR: chg:

State: AZ Zip: 85086

is: E-Mail

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

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No's SW-01303A-09-0343 and W-01303A-09-0343
IN FAVOR OF DECONSOLIDATION - ANTHEM

Attention Commissioners

I am writing to support the deconsolidation of the Anthem/Agua Fria Wastewater District operated by the Arizona American Water Company. Anthem's system has no physical connection to the Agua Fria system, so I question why we should pay for what is not used by Anthem residents.

PLEASE DECONSOLIDATE ANTHEM/AGUA FRIA WASTEWATER DISTRICT. IT IS NOT FAIR TO ANTHEM RESIDENTS IF YOU DO NOT DECONSOLIDATE. OUR WATER RATES ARE EXTREMELY HIGH AND FIND LIVING ON A FIXED INCOME THAT IS A HARDSHIP FOR MY HUSBAND AND I.

PLEASE DO NOT PENALIZE ANTHEM RESIDENTS. PLEASE DECONSOLIDATE !

REGARDS,
ANN AND BOB TINGLEY

ANTHEM, AZ 85086
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed:

Opinion No. 2011 - 99514

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No.: 2011 99511

Date: 9/28/2011

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

Complaint By: First: Michael Last: Brady

Account Name: Michael Brady

Home: (000) 000-0000

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name:

Contact Phone: (6)

Nature of Complaint:

Docket No.'s SW-01303A-09-0343 and W-01303A-09-0343
IN FAVOR OF DECONSOLIDATION-ANTHEM

We moved to Anthem last summer from Florida. We have also lived in Illinois, Maryland, West Virginia and the Washington, DC area. We have never seen such an unjust billing process for water as we are experiencing here in Anthem. As we understand it we are being charged rates that also support other communities in the Phoenix area that are not a part of Anthem. How can this be right? How can this be fair? How can this be justified? How can you support this system? Is it any different let's say than asking us to subsidize electricity costs for let's say Tuscon or some other area that we have nothing to do with.

Please help to fix this injustice. Our water rates are outrageous and as we just learned after being away for several weeks they are tied very little to actual water usage but more to fixed fees. Please help the community and people of Anthem by asking those who also use water and sewer in other communities to pay their own way and not have us subsidize them.

Thank You,
Michael Brady

Anthem
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

Date Completed: 9/28/2011

Opinion No. 2011 - 99511

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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,

Steve Clair

Anthem, AZ 85086

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 9/28/2011

Opinion No. 2011 - 99506

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100125

Date: 10/17/2011

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

Complaint By: First: Last:
Rita and Ken **Egide**

Account Name: Rita and Ken Egide

Home: (000) 000-0000

Street: n/a

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

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

Division: sewer

Contact Name: Karl Wilkins

Contact Phone

Nature of Complaint:

Dear Commissioners,
I'm writing to you in reference to Docket Nos SW-01303A-09-0343 and W-013030A-09-0343.

My husband and myself are residents of Corte Bella and we do not agree with the deconsolidation of Anthem and Aqua Fria; it should be retained as one district.

If this deconsolidation is approved, the average wastewater bill for Corte Bella residents will increase by \$40.37 a month - an annual increase of \$484.44 per household. The ACC needs to understand that Corte Bella residents cannot handle such a drastic increase in their monthly utility bills. You should describe how an increase in wastewater rates will impact you and/or your family financially.

In addition to this case, Corte Bella residents are also facing a proposed 82.9% increase in water rates as part of Docket No. W-01303A-10-0448. This will increase the average water bill by \$25.13 a month.

The ACC approved the current makeup of the Anthem/Aqua Fria Wastewater District nearly ten years ago. Yet, at the request of the Anthem residents, the ACC is now considering a proposal to deconsolidate the District. Deconsolidation will result in a 139.7% increase in wastewater rates for the new Aqua Fria Wastewater District and a mere 15.5% increase in wastewater rates for the new Anthem Wastewater District. The ACC should not approve this deconsolidation under these circumstances.

Sincerely,

Rita and Ken Egide
Corte Bella Residents
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

10/17--opinion entered into database and will be docketed.
End of Comments

****CLOSED****

Date Completed: 10/17/2011

Opinion No. 2011 - 100125

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100127

Date: 10/17/2011

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

Complaint By: **Wayne & Marilee Magee**

Account Name: Wayne & Marilee Magee

Home: (f

Street: Corte Bella

Work:

City: Sun City West

CBR: w

State: AZ Zip: 85375

is: E-Mail

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

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

From: Wayne Magee [mailto:wmageerdc@yahoo.com]
Sent: Friday, October 14, 2011 4:18 PM
To: Pierce-Web; Stump-Web; Kennedy-Web; Burns-Web; Utilities Div - Mailbox
Cc: Marilee Magee; hchavez@cortebellacca.com; sheryljohanson@rossmar.com; jbmoberley@cox.net; rdemilleo1@cox.net
Subject: Docket Nos. Sw-01303A0343 and W-01303A-09-0343

My name is Wayne Magee, I reside at Corte Bella in Sun City West Arizona. I am very concerned about the de-consolidation being considered involving Anthem & Aqua Fria. It should be maintained as one. During these very difficult times, we as residents that purchased homes from Del Web in Sun City West should not be faced with such a ridiculous amount of increase to our water bill. I am told the average water bill in Corte Bella could exceed \$40.00 extra per month over \$480.00 per year. This is terrible considering that I only last year entered retirement on a fixed income and now being faced with this ridiculous situation. I am embarrassed to even have to write you this email. This un-ethical and morally in correct.

Please give this and all my fellow Corte Bella, Sun City West residence every consideration to keeping the cost of water and services reduced not increased.

In today's "business environment" and "community civil management" every effort needs to be made to reducing costs and better managing our resources. In this regard I make my appeal.

Thank you for replying and giving this request every consideration and your support. I am copying some people

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

associated with Corte Bella Board and HOA and ask that they forward this on internally to any who require this submission in the best interest of serving the residence. Thank you all.....

Yours truly,
Wayne & Marilee Magee
(retired engineer & businessman)
Corte Bella, Sun City West, Arizona
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

10/17--opinion entered into database and will be docketed.
End of Comments

*****CLOSED*****

Date Completed: 10/17/2011

Opinion No. 2011 - 100127

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

A frustrated and highly disappointed resident and homeowner,

Leopold Jacobs

10/15--further comment submitted:

I want to reiterate that we are absolutely opposed to the separation of the Anthem and Agua Fria Water Districts.

This will see our water bills increase dramatically because the water company did not do due diligence when they decided to build water treatment plants that were not necessary in an already trashed economy. This is a total lack of leadership and management. Why do we have to pay for their lack of thinking.

This cost increase would also seriously affect our property values. I would NEVER buy a house in a community where the water bills may reach @ 200.00+ per month.

Leopold Jacobs
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/29--opinion entered into database and will be docketed.

****CLOSED****

10/17--additional opinion entered and will be docketed.
End of Comments

****RE-CLOSED****

Date Completed: 10/17/2011

Opinion No. 2011 - 98409

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100086

Date: 10/17/2011

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

Complaint By: First: **Thomas** Last: **Foster**

Account Name: Thomas Foster

Home:

Street:

Work:

City: Sun City West

CBR: t

State: AZ Zip: 85375

is: E-Mail

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

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

Dear Commissioner,

As a resident of Corte Bella I do not agree with the deconsolidation of the Anthem and Agua Fria Districts. Please retain them as one district.

My average water/waste water bill has already increase by some \$20 - \$30 in the last year.

If deconsolidation is approved, my average wastewater bill and for all Corte Bella residents will increase by over \$40 a month - an annual increase of over \$480 per household. The ACC needs to understand that neither I nor my neighbors in Corte Bella can handle such a drastic increase in our monthly utility bills.

I live on social security and a very small pension and these increases will be a hardship for me.

In addition to this case, Corte Bella residents are also facing a proposed 82.9% increase in water rates as part of Docket No. W-01303A-10-0448. This will increase the average water bill by \$25.13 a month.

I previously worked for a public utility in Michigan and they historically would request rate increases of 3 - 10% so I find requests of 80% plus to be outrageous.

I understand the ACC approved the current makeup of the Anthem / Aqua Fria Wastewater District nearly ten (10) years ago. Yet, at the request of the Anthem residents, the ACC is now considering a proposal to deconsolidate the District. Deconsolidation will result in a 139.7% increase in wastewater rates for the new Agua Fria Wastewater District and a mere 15.5% increase in wastewater rates for the new Anthem Wastewater District.

The ACC should not approve deconsolidation under these circumstances.

Thanking you in advance.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Regards,

--

Thomas Foster
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

10/17--opinion entered into database and will be docketed.
End of Comments

****CLOSED****

Date Completed: 10/17/2011

Opinion No. 2011 - 100086

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100090

Date: 10/17/2011

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

Complaint By: First: Gary Last: Packer

Account Name: Gary Packer

Home: (000) 000-0000

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

****WILL ALSO BE DOCKETED IN 10-0448****

I do not agree with the deconsolidation of Anthem and Agua Fria; it should be retained as one district.

If deconsolidation is approved, the average wastewater bill for Corte Bella residents will increase by \$40.37 a month - an annual increase of \$484.44 per household. We cannot handle such a drastic increase in our monthly utility bills. My wife and I depend primarily on our retirement income and such an increase places a special burden on us.

The ACC approved the current makeup of the Anthem / Agua Fria Wastewater District nearly ten (10) years ago. Yet, at the request of the Anthem residents, the ACC is now considering a proposal to deconsolidate the District. Deconsolidation will result in a 139.7% increase in wastewater rates for the new Agua Fria Wastewater District and a mere 15.5% increase in wastewater rates for the new Anthem Wastewater District. The ACC should not approve deconsolidation under these circumstances.

In addition to this case, Corte Bella residents are also facing a proposed 82.9% increase in water rates as part of Docket No. W-01303A-10-0448. This will increase the average water bill by \$25.13 a month. This places a further burden on retirees.

Please stop both of these actions.

Gary Packer
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

10/17--OPINION entered into database and will be docketed in 09-0343

*****CLOSED*****

End of Comments

Date Completed: 10/17/2011

Opinion No. 2011 - 100090

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100063

Date: 10/17/2011

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

Complaint By: First: Ray Last: Valle

Account Name: Ray Valle

Home: (000) 000-0000

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: ?

Nature of Complaint:

Ladies & Gentlemen:

I am writing this to you as a resident of Corte Bella who is about to be abused beyond anyone's ability to understand it. I could give you all the handy lines about retired folks and fixed incomes and hard economic times but I'm sure you have heard it all before and so it is clearly not necessary. What I would like to address is the fairness issue.

While I clearly understand your ability to count votes - and the relative nature of Corte Bella vs. Anthem - I would simply remind you that you were elected to represent ALL of the people and the best interests of ALL - and the State of Arizona. And that is why you must not decouple the rates and why it is imperative that you look down the long road ahead.

Over time, the cost to obtain and purify water, and to treat and return waste-water, will always even itself out amongst all locations. Today we require infrastructure - tomorrow someone else will - but sooner or later it all is the same. And we are talking about the most basic and necessary commodity to life - WATER.

So I would ask you not to pit one citizen against another. This is not an adversarial position. We are all in it together since we all require the same thing which is reasonably priced access to a basic requirement of life. And so I ask you to vote this unconscionable tariff down and stand for fairness amongst all of the communities and their citizens. And as an elected public official we should expect nothing less from you.

We will await your decision.....

R Valle

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

10/17--opinion entered into database and will be docketed.

*****CLOSED*****

End of Comments

Date Completed: 10/17/2011

Opinion No. 2011 - 100063

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100061

Date: 10/17/2011

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

First:

Last:

Complaint By: **Max & Sandra Hinerman**

Account Name: Max & Sandra Hinerman

Home: (000) 000-0000

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

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

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: (

Nature of Complaint:

When I first read that AAWC was requesting a 50%+ rate increase, I thought to myself, "Well that will never happen, we can depend on RUCO and the ACC to protect the consumers. It is incomprehensible that such a large increase could be justified". Well, obviously, it is not incomprehensible to ACC and RUCO. There has to be something wrong in this matter. Arizona either does not have adequate state laws governing such matters or somebody along the way in reviewing the request has failed.

I am a resident of Corte Bella. Since the first of the year my water/sewer bill has increased approximately \$25.00 per month. \$25.00 more per month to have something that is basic in sustaining life (human and otherwise). I have gotten nothing more for it, just higher costs. Why? Do I have a choice, NO?

Now I am told that if the Corporation Commission approves deconsolidation of the Anthem/Agua Fria district that the waste water portion of my water-sewer bill will increase \$40.37 (an annual increase of \$484). The majority of the residents in Corte Bella are retired and their income is reduced or fixed. The ACC needs to decline approval of the deconsolidation option. It is pretty clear that if it is approved, I don't have a choice but to pay the excessively high rates as my house value is down and I would incur a substantial loss if I sold, not to mention the moving costs. Excessively high water-sewer rates also impacts resale value of our homes versus other retirement communities.

I am told the ACC approved the current Anthem / Aqua Fria Wastewater District makeup nearly ten (10) years ago. Yet, at the request of the Anthem residents, the ACC is considering a proposal to deconsolidate the District. Deconsolidation will result in a 139.7% increase in wastewater rates for the new Agua Fria Wastewater District and a mere 15.5% increase in wastewater rates for the new Anthem Wastewater District. How fair is that? In addition, I understand that the ACC desires to consolidate districts in the future. So why deconsolidate only to later consolidate. It makes no sense.

I urge the ACC to NOT approve deconsolidation under these circumstances.

Thank your for considering our thoughts on the important matter.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Respectfully,

Max and Sandra Hinerman
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/17--opinion entered into database and will be docketed.
End of Comments

****CLOSED****

Date Completed: 10/17/2011

Opinion No. 2011 - 100061

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100062

Date: 10/17/2011

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

First:

Last:

Complaint By: **Ed and Elsie O'Connor**

Account Name: Ed and Elsie O'Connor

Home: (000) 000-0000

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

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

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

My wife and I moved here about 18 mths ago when she found out her father had Alzheimers Disease. It was important that she be close to him. It was also our most devastating move financially.

We left good jobs in Mississippi and had to bring a check to the closing table at the sale of our home that wiped out about 80% of the retirement funds we had. We were under water; but we didn't run out on our obligations. We ACCEPTED the decisions we had made and stood behind them, even with a cost of nearly all of our lifetime retirement savings. We didn't say "oh well....let's pass off our financial error on the bank"....we instead sold and went to closing with a large check. We FULFILLED our obligations.

(If American Arizona Water made a bad decision with a plant that was prematurely built prior to the mortgage meltdown and resulting lack of planned influx of new homes....they TOO should stand behind the decision and be accountable for it....and step up to the plate and absorb the costs of THEIR actions. Homeonwers didn't build the plant...they did).

Now, after about a year...we've slowly built up a very small cushion of comfort...but still are just a major auto or house repair away from exhausting this small amount of savings since we've found work. We go without a lot of things...such as periodontal work, as even with insurance, we can't afford the balance not covered. We are patient and will purchase necessities as we can afford them.

Corte Bella may have some well off residents...but surely it also has a great deal of residents like us; having to work well into our late 60's before we can even think about retirement....and scrimping and saving any little bit we can. We don't even think about vacations (except at home); new cars; or improvements around our house. We'd love a swimming pool. We know we'll probably never have one.

PLEASE do not allow any single inside influence to sway you from making the common sense decisions to NOT allow our sewer or water rates to arise by 80 to 100%!! PLEASE remember that you serve ALL citizens and homeowners; not just a "loud minority" of a few.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

No one would accept an overnight gas price escalation to \$5.50 per gallon.....or a \$1 McDouble at McDonald's suddenly going to \$1.80.

No one would accept a box of cereal going from \$3.50 (already too high) to \$6.30. None of YOU would accept any of these 80% price increases!! Not even once! Certainly not on a monthly basis....and with hundreds of dollars per month...not these examples listed.

So PLEASE don't ask those of us in Corte Bella, many like us with week to week funds and still working hard in our late 50's for those....to be placed in a crazy situation where we would encounter this type of price increase overnight on our monthly utility bills.

Especially think hard about American Arizona Water. In all of our past addresses (7 in 4 states over 22 years of marriage) our water AND sewer bills NEVER exceeded about \$35 per month (and that included trash pickup!). We are paying American Arizona Water \$135 to \$145 per month NOW!! How can they possibly be audacious enough, in this economy, to ask for a monthly bill that would..what...?...climb to \$263 per month?!?!?!?!?

What a disgustingly greedy company!! THAT increase would make a good story on the Channel 5 news! It's almost criminal that they can even suggest such a greedy increase! I'm sure when they get \$1680 per year NOW from each of about 1500 homeowners in Corte Bella alone.....they can find a way to survive on this "paltry" \$2.5 million a year!! \$2.5 million per year!---- to sell WATER!

We all realize we're in the desert...and water is a precious commodity....but it isn't liquid gold just yet.

Thank you in advance for making what we all hope to be the fair, ethical, and decent choices....with EVERYONE you serve in mind....and the realization that until the economy gets better.....no one can afford any increases at alllet alone astronomical ones.

Regards, Ed (and Elsie) O'Connor
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/17--opinion entered into database and will be docketed.
End of Comments

****CLOSED****

Date Completed: 10/17/2011

Opinion No. 2011 - 100062

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100089 Date: 10/17/2011

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

First:

Last:

Complaint By: **Janice & Jim** **Laskowicz**

Account Name: Janice & Jim Laskowicz Home: (000) 000-0000

Street: n/a Work:

City: Sun City West CBR:

State: AZ Zip: 85375 is: E-Mail

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

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

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

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

From: Janice and Jim Laskowicz - Corte Bella Residents
22911 N. Del Monte Drive
Sun City West, AZ 85375

847 630-2632

We are retired residents living in an older Adult only community of Corte Bella. We are on a fixed income. We need each of you, as the 5 commissioners, to give your 100% dedicated assistance to fight the totally outrageous proposed rate hikes of our water and sewage bills aimed at our small community of 1,650 homes. We also need your help to absolutely stop the proposed deconsolidation of the Anthem/Aqua Fria Wastewater District which would place a totally unfair and unrealistic burden and increase to our water bills. It must be retained as ONE district. To do otherwise, is completely unacceptable and unaffordable to the Adult Corte Bella residents.

Below is our prior email sent to each of you on 8/16/11, in which we clarify our thoughts and rationale for our urgent plea of reason and fairness to us and all Corte Bella residents:

DOCKET SW-01303A-09-0343

We are 6-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 to Corte Bella residents. We live in an Adult Community in which

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

most of us are retired and are on fixed retirement incomes. We simply cannot afford such drastic rate increases. We called Arizona Water Company several days ago, to get clarification about this unheard of rate increase proposal. I was astounded by the representatives' reply of trying to downplay the severity of this increase by stating that this "is just a proposal." Regardless, even proposing such an enormous hike rate is preposterous! Arizona Water needs to think "outside the box" and come up with a fairer plan that does not just penalize a small part of the Phoenix population. Perhaps a small tax needs to be implemented to "all" Phoenix residents - far fairer and then is within a reasonable and appropriate rate increase for all. Or, they need to "think and figure out" any other possible and realistic proposals. Proposing nearly a 140% increase in wastewater rates since last year is NEVER acceptable. The possibility of at least \$40 more per month (close to \$500 annually) is NEVER reasonable or fair. Unheard of anytime, but especially NOW due to the fact that all have been in a recession time period since 2008 -- everyone is struggling financially and it does not look like things are improving in the economy anytime soon. Never in our lives have we received a notice of over a 100% rate increase in anything! AZ 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 unacceptable current proposal and developing a FAIR and REALISTIC plan that Corte Bella residents can afford. We are confident that Arizona Water Company will do just that!

DOCKET W-01303A-09-0343

The proposed wastewater increase is OUTRAGEOUS enough, but to think that there may be an increase of up to 83% in our monthly water rates is UNIMAGINABLE and UNAFFORDABLE! We are retired and on a fixed income. We understand costs rise, but we believe it is your responsibility to ensure increases are realistic, monitored and are justified. That is why we voted for you. Please give your utmost attention to these two dockets and rule in favor of us and other homeowners of Corte Bella to have only FAIR AND REASONABLE INCREASES.

I urge you: DO NOT LET THE DECONSOLIDATION OF THE ANTHEM/AQUA FRIA WASTERWATER DISTRICT go through. The ACC approved the current makeup of the Anthem/Agua Fria Wastewater 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 for the new Agua Fria Wastewater and a mere 15.5% increase in wastewater rates for the new Anthem Wastewater District. The ACC simply should not approve of deconsolidation under these circumstances!

We need your immediate help to get a realistic, fair and workable proposal created that is a win-win for all Phoenix residents. We trust Arizona Water Company CAN and WILL DO just that!

We absolutely need each of your help, to vote fairly, reasonably, and sensibly on all these issues. We need your full support to stop the outrageous and unaffordable proposed rate increases of our water/sewage rates and to vote to STOP the deconsolidation of the Anthem/Aqua Fria wastewater district. We understand a "fair and affordable" rate increase shared by all is acceptable. We appreciate your support to vote "NO" to these issues above. And, then, it is time for the commissioners to sit down with Arizona Water and other involved parties and to develop a reasonable plan that disperses the cost fairly to all Phoenix residents.

Thank you for your support and assistance in this very important matter.

Sincerely,

Janice and Jim Laskowicz

NOTE: In addition we have just become aware that our home should have been built with a standard 5/8" pipe, and we have a 1" pipe, per our water bill. We have been told that we have to pay MORE for a 1" pipe for water than a 5/8" pipe. There is both in Corte Bella and Pulte/Del Webb needs to "make this right" and make the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

necessary changes so we are not unfairly charged for our water to our home. We understand from the meeting held at Corte Bella this past week, there are many homes with both water pipe sizes and there is absolutely no logic to how this happened. This is yet another issue to be solved regarding water charges to homeowners in Corte Bella. Are you aware of this issue as well?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/17--opinion entered into database and will be docketed.

End of Comments

*****CLOSED*****

Date Completed: 10/17/2011

Opinion No. 2011 - 100089

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100106

Date: 10/17/2011

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

First:

Last:

Complaint By: Charles T. & Sandra M Green

Account Name: Charles T. & Sandra M. Green

Home: (000) 000-0000

Street: n/a

Work:

City: Sun City West

CBP:

State: AZ Zip: 85375

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

Commissioners,

My wife and I have been residents of Corta Bella since late 2004. We do not agree with the deconsolidation of Anthem and Agua Fria. It should be retained as one district.

If deconsolidation is approved, the average wastewater bill for us Corte Bella residents will increase by \$40.37 per month, or an annual increase of \$484.44 per household. The ACC needs to understand and appreciate that most of us are on fixed incomes and cannot handle such a drastic increase in our monthly utility bills. That may seem to a large agency to be a small amount per household. Let me assure you that it is not. I have needed to return to work part time just to pay for our medical expenses. We can hardly manage as it is, and now faced with yet another increase in expenses don't know where to turn.

The deconsolidation of Anthem and Agua Fria should not be approved.

Regards,

Charles T. Green
Sandra M. Green
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/17--opinion entered into database and will be docketed.
End of Comments

*****CLOSED*****

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100103

Date: 10/17/2011

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

Complaint By: First: Lillian Last: Taylor

Account Name: Lillian Taylor Home: (000) 000-0000

Street: n/a Work:

City: Sun City West CBR: I

State: AZ Zip: 85375 is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: 602-542-1007

Nature of Complaint:

Sir/Madam:

I strongly oppose the increase in water fees and the separation of the water district. I am a widow and totally dependent on Soc. Sec. Expenses have increased so much that I had to take out a reverse mortgage which puts me further in debt. Please have consideration us retired people. We are holding up arizona in many ways and I hope that you do the right thing by us. Now is the time for all good people to come to the aid of its people. tx. Lillian Taylor

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/17--opinion entered into database and will be docketed.

*****CLOSED*****

End of Comments

Date Completed: 10/17/2011

Opinion No. 2011 - 100103

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

50

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99515

Date: 9/28/2011

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

Complaint By: First: Carol Last: Shive

Account Name: Carol Shive

Home: (602) 419-1872

Street: N/A

Work:

City: N/A

CBR

State: AZ Zip: N/A

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: IS

Contact Phone: (602) 419-5187

Nature of Complaint:

Docket No's SW-01303A-09-0343 and W-01303A-09-0343
IN FAVOR OF DECONSOLIDATION - ANTHEM

Dear Sirs:

I am a senior Anthem resident, and single mother trying to help an adult child who himself cannot find work to pay for food, shelter. I remember one year when I called the AZ Am Water to find out WHY the bill was so horrendously high...as I have no husband helping me and disabilities myself....

She said the wastewater....I said that it seemed really unfair to charge for that when I did not use that much when my usage is so small!!! and I'm trying to save every dollar I can.

Please consider us people and fairness.

Carol Shive, 62.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 9/28/2011

Opinion No. 2011 - 99515

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99845 Date: 10/6/2011

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

Complaint By: First: unknown Last: unknown

Account Name: n Home: (000) 000-0000

Street: n/a Work:

City: n/a CBR:

State: AZ Zip: n/a is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

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

Please consider de consolidating,helping ones neighbors is commendable ,but not at the expense of losing our properties.We can only manage so much on a fixed income, and no pay raises for the average home owner here. Please do the right thing and separate us from Agua Fria.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 10/6/2011

Opinion No. 2011 - 99845

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

F:

Priority: Respond Within Five Days

Opinion No. 2011 99844

Date: 10/6/2011

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

Complaint By: First: Larry Last: Bach

Account Name: Larry Bach

Home:

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:

Docket No. W-01303A-09-0343 SW 01303A-09-0343 Opposed consolidation

Dear Commissioner,

My wife and I are Anthem residents struggling with the recent water rate increase. We are retired living solely on our Social Security checks. We are also tired of paying for another district's waste water. Another utility increase will probably force us to sell our home and move to a more affordable state! Please approve deconsolidation of the two waste water districts!

Larry and Kittredoe Bach

Anthem, AZ 85086

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 10/6/2011

Opinion No. 2011 - 99844

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99958

Date: 10/13/2011

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

First:

Last:

Complaint By: Wayne

Kemble

Account Name: Wayne Kemble

Home

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-01303A-09-0343 SW 01303A-09-0343 Opposed rates

Customer is op[posed to an increase in rates based on the fact the economy is poor. People are spending more and more for less and less. Higher utility bills mean fewer groceries. He feels the increase is due because of a company buy out.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed.

End of Comments

Date Completed: 10/13/2011

Opinion No. 2011 - 99958

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100074

Date: 10/17/2011

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

Complaint By: First: **Denise** Last: **Jacobs**

Account Name: Denise Jacobs

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is: E-Mail

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

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

I confirm that I am totally opposed to the separation of the Anthem and Agua Fria Water Districts. In a sliding economy, common sense would be to centralize operations to reduce costs. In this case we go exactly the opposite. Not very smart.

The additional cost to our water bills would be outrageous without any serious justification. No wonder that the US economy is in a total disarray. No long term vision.

Denise Jacobs
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/17--opinion entered into database and will be docketed.
End of Comments

****CLOSED****

Date Completed: 10/17/2011

Opinion No. 2011 - 100074

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100087

Date: 10/17/2011

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

Complaint By: First: **Bryan** Last: **McIntyre**

Account Name: Bryan McIntyre

Home: (000) 000-0000

Street: -----

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

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

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

The ACC approved the current makeup of the Anthem / Aqua Fria Wastewater District nearly ten (10) years ago. Yet, at the request of the Anthem residents, the ACC is now considering a proposal to deconsolidate the District. Deconsolidation will result in a 139.7% increase in wastewater rates for the new Agua Fria Wastewater District and a mere 15.5% increase in wastewater rates for the new Anthem Wastewater District. The ACC should not approved deconsolidation under these circumstances.

Thank you for your thoughtful consideration of this very important matter.

Bryan McIntyre
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Date Completed: 10/17/2011

Opinion No. 2011 - 100087

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100110

Date: 10/17/2011

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

First:

Last:

Complaint By: **Stephen & Stephanie Lopez**

Account Name: Stephen & Stephanie Lopez

Home: (000) 000-0000

Street:

Work:

City: Anthem

CBR:

State: AZ Zip: 85086

is: E-Mail

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

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: () 7

Nature of Complaint:

As an Anthem resident, I am asking the commission to vote in favor of the Anthem/Agua Fria deconsolidation. Anthem residents have been adversely impacted by the most recent water rate increase, which was brought about by questionable arrangements between Pulte/Del Webb and Arizona American Water. Since there is no connection between Anthem's waste water treatment facilities and Agua Fria's, Anthem receives absolutely no benefit from consolidation. Yet Anthem bears the burden of subsidizing another water district resulting from this continued consolidation. WHERE IS THE FAIRNESS AND EQUALITY TO ANTHEM RESIDENTS IN THE CURRENT ARRANGEMENT. Under the circumstances, deconsolidation is the only fair and equitable remedy for Anthem, and I strongly urge the commission to approve the proposed plan.

Respectfully submitted,

Stephen and Stephanie Lopez

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10-17--opinion entered into database and will be docketed.

****CLOSED****

End of Comments

Date Completed: 10/17/2011

Opinion No. 2011 - 100110

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100109 Date: 10/17/2011

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

Complaint By: First: **Matthew & Janet** Last: **Anderson**

Account Name: Matthew & Janet Anderson Home: (000) 000-0000

Street: Work:

City: Sun City West CBR:

State: AZ Zip: 85375 is: E-Mail

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

Division: sewer

Contact Name: Karl Wilkins Contact Phone:

Nature of Complaint:

To whom it may concern:

I am a homeowner at Corte Bella.

I do not agree with the deconsolidation of Anthem and Agua Fria; it should be retained as one district. If deconsolidation is approved, my wastewater bill will increase considerably and cause great hardship to my residency and ability to pay my utility bills. In addition to this case, Corte Bella residents are also facing an increase in other water rates. Please be advised that this is punitive and dangerous to residents in this area.

Signature: Matthew & Janet P Anderson, 12841 W Cabrillo Ctl, Sun City West, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/17--opinion entered into database and will be docketed.

*****CLOSED*****

End of Comments

Date Completed: 10/17/2011

Opinion No. 2011 - 100109
