



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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\*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: 10/20/2011

Opinion No. 2011 - 100213

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

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100216

Date: 10/20/2011

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

Complaint By: First: Steve & Diane Last: DeBoer

Account Name: Steve & Diane DeBoer

Home: (000) 000-0000

Street:

Work: (000) 000-0000

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:

Dear Commissioners,

Would like to offer my comments regarding the following docket numbers: SW-01303A-09-0343, W-01303A-09-0343 and W-01303A-10-0448

Based on the information I have the proposal to deconsolidation of the Anthem and Agua Fria water districts would unfairly burden the residents of our community many who are retired on fixed income and cannot afford the huge water and sewage increases, average water bill will increase by \$25.13 a month and the sewage bill by \$40.37 a month.

The current makeup of the Anthem / Aqua Fria Wastewater District was approved 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.

Sincerely,

Steve DeBoer

Sun City West, 85375  
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same opinion emailed from Diane DeBoer of same address, email: dmbd54@yahoo.com

\*End of Complaint\*

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

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket no. W-01303A-09-0343 and SW.01303A-09-0343. closed

Diane DeBoer's opinion entered by SMS.

\*End of Comments\*

**Date Completed: 10/20/2011**

**Opinion No. 2011 - 100216**

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

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 100220

Date: 10/20/2011

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

Complaint By: First: **Kenneth A.** Last: **Zerol**

Account Name: Kenneth A. Zerol

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

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

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

To: Arizona Corporation Commission

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

I strongly disagree 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. 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 / 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 approved deconsolidation under these circumstances.

Finally, I am outraged that you would even consider this huge increase in our water and wastewater rates. It seems you have forgotten (or maybe never intended to keep) your lofty campaign promises to serve the citizens who trusted you then. Your actions will tell who it is you serve now.

[signed] Kenneth A. Zeroll  
\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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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: 10/20/2011

Opinion No. 2011 - 100220

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

Investigator: Carmen Madrid

Phone: \

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 100221

Date: 10/20/2011

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

First:

Last:

Complaint By: **Stephen M. and Mary Retzer**

Account Name: Stephen M. and Mary Ellen Retzer

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

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

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Gentlemen:

My husband and I are residents of Corte Bella. We do not agree with the request for the rate increase with the Arizona American Water deconsolidation of Anthem and Agua Fria for the following reasons:

1. The Arizona American Water is requesting rate increases for the purpose of increasing their revenue by approximately \$18,000,000.

2. Corte Bella at this time is in a water district covering Anthem, a development in Goodyear, and a development in Buckeye. All three locations are approximately 15 to 20 miles away from Corte Bella.

At the present time, our monthly water bill averages \$140 per month. With communities closer to us than 15 miles and are less than 5 miles away, their water bills average \$25.00 per month. Corte Bella has more in common with these closer communities than Anthem, Buckeye, or Goodyear developments. Based on the proposal by Arizona American Water Company, Corte Bella residents' water bill will increase approximately \$65 per month to support communities we have nothing in common with.

A company such as Arizona American Water Company has a "municipal" interest in providing the water service to its customers. It is not like we can get water from another source. A private company is entitled to make a profit but when it has such a monopoly, it is the commission's responsibility to protect residents from such excessive revenue demands.

Thank you,

Stephen M. Retzer and Mary Ellen Retzer  
\*End of Complaint\*

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Utilities' Response:

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### 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: 10/20/2011

Opinion No. 2011 - 100221

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

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 100217 Date: 10/20/2011

Complaint Description: 08E Rate Cases Items - In Favor  
N/A Not Applicable

Complaint By: First: Alan & Catherine Last: Bramley

Account Name: Alan & Catherine Bramley Home: (000) 000-0000

Street: Work: (000) 000-0000

City: Phoenix CBR:

State: AZ Zip: 85086 is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

October 18, 2011

Dear Commissioners:

We are writing in support of deconsolidation of the Anthem/AguaFria Wastewater District. Shouldn't "What's right is right" be a key factor here?

However, we do support the proposed phase-in of the increased rates for AguaFria customers.

Respectfully,  
Alan & Catherine Bramley

Anthem, AZ. 85086

\*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: 10/20/2011

Opinion No. 2011 - 100217