

W.01303A-09.0343
SW-01303A-09.0343



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ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100290

Date: 10/24/2011

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

First:

Last:

Complaint By: Terry

Allgood

Account Name: Terry Allgood

Home: (000)000-0000

Street:

Work:

City: Custer

CBR:

State: KY Zip: 40115

is:

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2011 OCT 24 4:36
AZ CORP COMMISSION
DOCKET CONTROL

Utility Company: Arizona - American Sewer Company

Arizona Corporation Commission

Division: sewer

DOCKETED

Contact Name: Karl Wilkins

Contact Phone:

OCT 24 2011

Nature of Complaint:

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

DOCKETED BY [Signature]

Dear Commissioners:

I am writing in regard to the above dockets. We acquired a second home in Corte Bella on April 30, 2009. Unlike 99% of the people in this part of the country, we decided to spend our winters after retirement in Arizona rather than Florida. Our decision was based on Arizona and the west having so much beautiful scenery along with a mild winter. The Phoenix valley seemed a good place for a "launching pad" for our travels and of course to play golf. We did our due diligence and watched that real estate market from 2004 until we purchased in 2009. Some of our friends had told us they had seen articles about the projected difficulties of public services for Arizona, but we paid no heed. I assumed that rates would be controlled by the appropriate public agency that would not allow excessive increases as here.

At present, I am not sure if public protection or protection of the publicly traded corporation exists. Our base sewer rate has increased by almost 44% in the last 12 months. This level of increase is unheard of for any utility company, public or private. I admit, I failed to do my due diligence regarding public services and realized there could be excess cost when I discovered that Arizona American Water was a division of a publicly traded company. We all know publicly traded corporations exist for one reason and one reason only, GREED.

Approving AZ American's increase would result in a 139.7% increase since 2010. I cannot believe that any "public protection" agency would even consider any increase where within the last year it had already allowed a 44% increase. I would hope we all realize we are in the worst economy since the depression and the exceptionally high unemployment even when it may not affect us personally.

I did a little research on American Water. They are doing very well, have double digit net earnings growth in the worst economy since the depression, compensating their CEO like all other publicly traded companies, excessively, and paying an above average dividend. Only a corporation that has captive customers can achieve this and only if allowed by the agency that is charged with protecting those customers. I truly feel for the fulltime residents, especially the retirees that are on fixed income since they cannot get a double digit return on their life savings.

I truly hope you do not approve AZ American's rate request or any increase. Doing so will define a lack of public

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protection from GREED. Continued increases in taxes and basic utility services will result in the loss of retirees and second home purchasers. Just FYI, the 2011 real estate taxes on our house increased 18%. Your decision will impact more than the areas affected and will define your agency. I trust you will make the correct decision and appreciate the opportunity to voice my concerns.

Sincerely,
Terry Allgood
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10-24--opinion entered into database and will be docketed
End of Comments

*****CLOSED*****

Date Completed: 10/24/2011

Opinion No. 2011 - 100290
