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ARIZONA CORPORATION COMMISSION  
**RECEIVED**  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez **2011 OCT 27 P 2:53**

Fax:

Priority: Respond Within **Five Day** ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Opinion No. 2011 - 100285

Date: 10/24/2011

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

Complaint By: First: Gerald J. Last: Quartana

Account Name: Gerald J. Quartana Home: (000) 000-0000

Street: N/A Work:

City: Surprise CBR:

State: AZ Zip: 85387 is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

From: Gerald J Quartana

10/22/11

To: Pierce-Web, Stump-Web, Kennedy-Web, Newman-Web, Burns-Web, Utilities Div - Mailbox  
Subject: SW-01303A-09-0343 and W-01303A-09-0343

Ladies and Gentlemen. I have been a resident of Corte Bella for over 7 years and do not agree with proposed consolidation of Anthem and Agua Fria. It should remain as one district. My wife and I live alone in our house and have no swimming pool or other water features. Are only water use is for typical living needs such as bathing, cooking, drinking and watering our plants and shrubs with our drip system, which is required so as not to have them die with the hot weather in Arizona. Our water bill used to be in the \$60 per month range and is now generally over \$100 per month. We are retired living on a small fixed income and would find it extremely difficult to meet the excessive increases which are being proposed. Such increases would lower the value of not only our home, but all homes in the community and make Corte Bella and "Ghost Town" in a few years. No one would want to purchase these homes when they find out how much sewer and water rates are. It would also cause an increase in our HOA dues since the cost of maintaining "common areas" would rise substantially. The sewer and water rates you're proposing would be much higher than any rates we've had to pay in the past, including other homes in Arizona and Wisconsin. Also, we have just learned that there is another proposal facing us for a proposed 82% increase in our water rates reference docket #W-01303A-10-0448. Again, I feel this to be excessive and unreasonable. We as customers should not be penalized for the untimely construction, poor planning and irresponsible management decisions by the Arizona American Water Company. We are against any unreasonable monthly increase in our water bills and absolutely against the deconsolidation. Your attention to this matter is greatly appreciated.

Sincerely,  
Gerald J. Quartana  
\*End of Complaint\*

Arizona Corporation Commission  
**DOCKETED**

OCT 27 2011

DOCKETED BY

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 10/24/2011

Opinion No. 2011 - 100285

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## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100360

Date: 10/26/2011

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

Complaint By: First: Terri Last: Holcombe

Account Name: Terri Holcombe

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:

Contact Phone:

Nature of Complaint:

DOCKET NOS. SW-01303A-09-0343 and W-01303A-09-0343  
IN FAVOR OF CONSOLIDATION - ANTHEM

Dear Commissioners,

I am very concerned about the excessive increases in water and wastewater rates for our community. I do not agree with the deconsolidation of Anthem and Aqua 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. It is a huge financial burden to add to a community and individual family of active senior citizens. With everything that is happening in the economy presently, this is one more hardship for all of us.

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 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 approved deconsolidation under these circumstances.

Thank you for your consideration regarding this matter.

Sincerely,  
Terri Holcombe  
\*End of Complaint\*

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control

\*End of Comments\*

Date Completed: 10/26/2011

Opinion No. 2011 - 100360

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100363

Date: 10/26/2011

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

First:

Last:

Complaint By: Carol & Jerry Overgaard

Account Name: Carol & Jerry Overgaard

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:

Contact Phone:

Nature of Complaint:

DOCKET NOS. SW-01303A-09-0343 and W-01303A-09-0343  
IN FAVOR OF CONSOLIDATION

Good morning,

We have been a resident at Corte Bella since 2006. the proposed increase resulting from the deconsolidation of Anthem and Agua Fria will be very detrimental to many of the residents and will also have a negative impact on the real estate sales. I am a real estate broker and work almost exclusively in Corte Bella. The biggest concern I hear from prospective buyers is the threat of excessive increased cost of water and wastewater treatment services. As a result both sales activity and values are impacted. This deconsolidation will dramatically impact the lives of the resident both economically and personally.

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

Thank you,  
Carol and Jerry Overgaard

Sun city West, Arizona 85375  
\*End of Complaint\*

Utilities' Response:

N/A  
\*End of Response\*

Investigator's Comments and Disposition:

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 10/26/2011

Opinion No. 2011 - 100363

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100361

Date: 10/26/2011

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

Complaint By: First: Sthanu S. Last: Sarma

Account Name: Sthanu S. Sarma

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. SW-01303A-09-0343 and W-01303A-09-0343  
IN FAVOR OF CONSOLIDATION

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. The ACC needs to understand that Corte Bella residents cannot handle such a drastic increase in their monthly utility bills. This will be a big financial burden as we live on our meagre retirement benefits.

- 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 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. The current water charges are already too high and any increase will drastically affect our living.

For consideration. Sthanu S.Sarma ,  
\*End of Complaint\*

in City West AZ 85375

Utilities' Response:

n/a

\*End of Response\*

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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

Date Completed: 10/26/2011

Opinion No. 2011 - 100361

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