

ORIGINAL



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W-01303A 10-0448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Inquiry

No. 2011 - 101138

Date: 12/7/2011

Complaint Description:

08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Burt and Carol

Riviere

Account Name:

Burt and Carol Riviere

Home:

Street:

Work:

City:

Surprise

CBR:

State:

AZ Zip: 85374

is: E-Mail Arizona Corporation Commission

AZ CORP COMMISSION  
DOCKET CONTROL

2011 DEC - 8 P 12:59

RECEIVED

DOCKETED

DEC - 8 2011

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone:

DOCKETED BY

Nature of Complaint:

\*\*\*\*INITIAL NOTE FROM ACC\*\*\*\*

Had to ask Customer to re-send his initial comments as they came through as illegible computer-ese. He responded with the following:

Attached again---thanks. Can't you imagine a subdivision with four (4) golf courses and what a 83% water bill increase would do to the present foreclosure rates! Ludicrous request in the worse economy in memory.

And attached:

We already have three homes in this water-sewer company district that we can't sell without substantial loss. More foreclosures for Maricopa County!?! Just what you need.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/7--opinion entered into database and will be docketed in 10-0448.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 12/7/2011

Inquiry No. 2011 - 101138

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 101115

Date: 12/7/2011

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

First:

Last:

Complaint By: Dick & Norma

Vanderbosch

Account Name: Dick & Norma Vanderbosch

Home: (000) 000-0000

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

We are strongly opposed to the 83% increase in water fees. Besides being excessive and unreasonable at any time, it is particularly concerning at a time when our economy is struggling, with many people out of work and financially stressed. Please do not allow this proposal to pass!!

Dick & Norma Vanderbosch

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/7--opinion entered into database and will be docketed in 10-0448.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 12/7/2011

Opinion No. 2011 - 101115

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

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 101113

Date: 12/7/2011

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

First:

Last:

Complaint By: **Morris & Marilyn Stein**

Account Name: Morris & Marilyn Stein

Home: /

Street:

Work:

City: Surprise

CBR: /

State: AZ Zip: 85374

is: E-Mail

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

Division: Water

Contact Name: Karl Wilkins

Contact Phone: /

Nature of Complaint:

IF the new water treatment plant constructed by AZ American Water was definitely needed, then AZ AW may need some relief but only to the extent of additional interest costs on the construction loan and certainly not for paying off the loan. A temporary yearly rate increase to cover additional interest cost may be justified but should be adjusted each year as loan is paid down by new customer charges.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/7--opinion entered into database and will be docketed in 10-0448.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 12/7/2011

Opinion No. 2011 - 101113

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

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Opinion

No. 2011 - 101112

Date: 12/7/2011

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

**Ray & Carol**

**Sailer**

Account Name:

Ray & Carol Sailer

Home: (000) 000-0000

Street:

Work:

City:

Surprise

CBR:

State:

AZ Zip: 85374

is: E-Mail

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Utility Company.

**Arizona - American Water Company**

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone

Nature of Complaint:

As a concerned citizen who has lived in Surprise for the past 10 years I want to comment on the absurd, unprecedented 83% rate increase proposed by Arizona American Water Co. They are way off base in trying to cover their ineffective and long range planning operations when they built their White Tank Regional Treatment Plant. Now they are trying to put the burden on the people they serve, many who are Seniors on fixed incomes along with many who are still unemployed along with many young families who are still raising children and trying to make ends meet. I am asking that this Docket be tabled and Arizona Water come up with new ways within their own Company to cover their past mistakes. This proposal has caused a terrific backlash among all people who could be effected if this Docket is passed and I don't believe that this will be in the best interest of your Commissioners. Thanking you for listening and I expect you will take the appropriate action to defeat this Docket.

Ray & Carol Sailer

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/7--opinion entered into database and will be docketed in 10-0448.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 12/7/2011

Opinion No. 2011 - 101112

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

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 101109

Date: 12/7/2011

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

Complaint By: First: Dean Last: Hirshman

Account Name: Dean Hirshman

Home: (

Street:

Work:

City: Surprise

CBR . . . . .

State: AZ Zip: 85374

is: E-Mail

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Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone ---

Nature of Complaint:

It is completely wrong for Az-American to expect the agua fria water district to subsidize a plant that was unnecessary for the district. Looking at their finances, it should not be the responsibility of the residents of this district to over pay for their water for the benefit of the shareholders of the company. Asking for a nearly 83% increase in the water rates is merely an example of profiteering and should NOT be allowed.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/7--opinion entered into database and will be docketed in 10-0448.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 12/7/2011

Opinion No. 2011 - 101109

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 101108

Date: 12/7/2011

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

First:

Last:

Complaint By: Alan R.

Erickson

Account Name: Alan R. Erickson

Home: 750 8888

Street:

Work:

City: Surprise

CBR: †

State: AZ Zip: 85387

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (

### Nature of Complaint:

It seems absurd that a utility company could raise their rates by 82%! That will have a domino effect by also raising our HOA fees, etc. We are retired and living on a fixed income. I understand that AZ American wants to raise the fees because they over-spent on a lrg facility thinking that the new homes being built would pay for it, but because of the market, that didn't happen, so now they are trying to get us to pay for their folly. This will be an extreme hardship for us and I hope that saner minds will NOT allow this massive increase. I can understand they may have to increase rates, but NOT by 82%, I would think there would be a limit on how much rates can increase on a yearly basis. Please do not let this happen.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

12/7--opinion entered into database and will be docketed in 10-0448.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 12/7/2011

Opinion No. 2011 - 101108

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

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 101107

Date: 12/7/2011

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

Complaint By: First: William Last: Aaron

Account Name: William Aaron

Home: (

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85387

is: E-Mail

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Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: \

**Nature of Complaint:**

I am totally against this rate increase--maybe a more moderate increase is justified if done legally. We were first told we were not in their district and then found we were. This company had plenty of time to scale back project due to fall in housing market. I was a board member of the hospital group in Sun City and asked AAW to participate and donate to a golf tournament for the welfare of the community and they always declined.

Finally, this increase and the proposed estimated figure is unwarranted. Vote to decline this request.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

12/7--opinion entered into database and will be docketed in 10-0448.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 12/7/2011

Opinion No. 2011 - 101107

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 101094

Date: 12/7/2011

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

First:

Last:

Complaint By: Pam & Ron

Pietrandoni

Account Name: Pam & Ron Pietrandoni

Home: (000) 000-0000

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

### Nature of Complaint:

We are totally against such a large increase, and feel that it will not only impact the residents of Surprise, but any future development in Surprise. It is just unreasonable, and such a large increase in our water bills will definitely affect the retired population in Surprise as well as families in a negative way. Therefore, we are AGAINST any such rate increase of 83% for Surprise ~ this will be bad for the community as a whole.

Pam & Ron Pietrandoni

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

12/7--opinion entered into database and will be docketed in 10-0448.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 12/7/2011

Opinion No. 2011 - 101094

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

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 101104

Date: 12/7/2011

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

Complaint By: First: Ellie and Jim Last: King

Account Name: Ellie and Jim King

Home:

Street: 6000 S. Surprise

Work: 602-542-4143

City: Surprise

CBR: 000000

State: AZ Zip: 85387

is: E-Mail

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Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: 602-542-4143

Nature of Complaint:

We are paying attention to this large rate increase that Arizona American Water is requesting and think this is absolutely ridiculous. We can understand a small increase at this time but this amount is totally out of the realm of being reasonable and realistic.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/7--opinion entered into database and will be docketed in 10-0448.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 12/7/2011

Opinion No. 2011 - 101104

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 101105

Date: 12/7/2011

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

Complaint By: First: Richard Last: DeAcetis

Account Name: Richard DeAcetis

Home: ( )

Street:

Work: ( )

City: Surprise

CBR:

State: AZ Zip: 85387

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

### Nature of Complaint:

Please do the right thing here.

This increase is just pure greed in a company today. Water is an absolute item everyone needs and has to have. This increase is going to hurt the poor and the seniors of this state the hardest and the people that can least afford a double increase in a basic need. I hope someone has got the smarts enough to fight this and do what the people of this state needs and not buckle under to a big corporation. I hope you will do the right thing for the people and not any ones pockets.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

12/7--opinion entered into database and will be docketed in 10-0448.

\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 12/7/2011

Opinion No. 2011 - 101105



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

6/28 -- opinion entered into database & will be docketed.

\*\*\*\*CLOSED\*\*\*\*

7/8/11 Cbuck-Information entered for the record only because the email previously sent was already docketed.

12/7--customer re-sent his June letter to further emphasize his opinion about AAW. Says he's also sending it by USMail.

\*End of Comments\*

Date Completed: 12/7/2011

Opinion No. 2011 - 96221

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 96255

Date: 6/29/2011

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

First:

Last:

Complaint By: Larry & Barbara Laursen

Account Name: Larry & Barbara Laursen

Home:

Street:

Work: (000) 000-0000

City: Surprise

CBR:

State: AZ Zip: 85374

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

### Nature of Complaint:

\*\*\*\*\*ADD'L COMMENTS MADE IN DECEMBER 2011--SEE BELOW\*\*\*\*\*

Arizona Corporation Commission

Dear Commissioners

We are writing in regards to Docket No. W-01303A-10-0448; Arizona-American Water Company's request for a rate increase to their customers in the Agua Fria Water District. We apologize for not using your web based form, but it would not work for these comments.

We are current homeowners in Sun City Grand development in Surprise, AZ and will soon become full time residents, pending sales of our home in Michigan.

We oppose the rate increase because it is excessive and is an apparent result of poor planning and follow-up by Arizona-American Water Company.

The request, 82.89% would nearly double our water rates, which is excessive, as we are on a fixed retirement income. It also will significantly raise the homeowners association's water bill which will also impact our fees. It is our understanding that Arizona-American constructed a new water processing plant in anticipation of a large influx of new customers.

However, when the economic conditions changed, they continued with the construction knowing the plant wasn't needed. This of course placed a large burden on the Company and now it appears they want the old existing customers for which is plant is not needed to pay for it with excessive water rates.

We are also disturbed by the fact the Arizona-American Water Company didn't notify us of the proposed rate increase. It seems this would be required by the Arizona Corporation Commission.

We therefore request the Arizona Corporation Commission to deny the request or to substantially reduce the amount of the request.

Thank You

Larry and Barbara Laursen

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I oppose this rate increase because it is significantly beyond/above any reasonable need and allowance. There simply (isn't) any justification for nearly doubling the rate of water. Arizona American Water is not in financial

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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distress that would require this level of increase.

We, my wife and I, are retired and live on a fixed pension without inflationary increases. This increase would severely effect our living standard. We also live in community development that uses water for the common areas and that will increase the fees for the Association.

Please carefully consider the need and impact of this request and minimize the impact on the customers.

Thank you.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

6/29 --- opinion entered into database and will be docketed.

\*\*\*\*\*CLOSED\*\*\*\*\*

12/7--additional comments added to database.

\*\*\*\*\*RE-CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 12/7/2011

Opinion No. 2011 - 96255

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

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 101095

Date: 12/7/2011

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

Complaint By: First: **James and Marcella** Last: **Menconi**

Account Name: James and Marcella Menconi

Home: (000) 000-0000

Street: n/a

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is: E-Mail

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

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

**Nature of Complaint:**

I am writing to you to request a denial vote by you on the upcoming Arizona-American Water (AAW) rate hike request for an 82% increase in our water rates. Your denial should be based on the following points:

The rate hike will not only affect consumers, many of whom are seniors on a fixed income, but will greatly impact the Common Area Management (CAM) costs of every housing complex they live in (all of which have several golf courses to water, as well as landscape trees and plants, fountains, swimming pools, etc.). The CAMs will have to raise their dues as a result of such a water hike;

Such a rate hike will greatly impact every business in the city, which will have to raise the cost of the goods and services they sell; some may go out of business as a result;

It will greatly impact the city government, which will have to raise taxes to cover such costs.

For the end-user, the consumer, that means the 82% will be increased three more times on top of the increased amount they are required to pay to AAW.

With the economy in such a sorry state, it is unconscionable for AAW to even think of such a rate hike, let alone petition the ACC to grant such a hike.

It is my understanding that the main reason for the request by AAW is to cover the cost of a management snafu - a misjudgment as it were, to build a multi-million dollar surface water treatment plant (White Tank Water Treatment Facility) in anticipation of increased water requirements to meet the needs of expected population growth in the West Valley. Since much of the capacity of the plant was to be used to satisfy future growth, the vast majority of the plant was to be financed and paid for by water hook-up fees from new customers and developers. As a result of the decline in the economy, however, the anticipated population growth and increased water requirements did not occur. Given these developments, Arizona-American is now requesting that the Arizona Corporation Commission grant a substantial increase in existing customer water rates in order to pay for the White Tanks facility. It is unfair to require that the substantial costs of the White Tanks plant be borne by existing customers via massive rate increases, when the purpose of the plant was to provide for future growth.

I also understand that AAW is in the process of selling the company. The promise of an 82% increase in

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

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revenue would certainly increase interest by a buyer. It would also line the pockets of the officers of the corporation and make for some over-the-top retirement packages for them as well, all the while making it difficult for seniors on a fixed income, to pay their water bills, their CAM bills, their city taxes and the increased cost of goods purchased in the city they live in.

Thank you for your consideration in this matter that is of utmost importance to those of us who live in Surprise.

James and Marcella Menconi  
Residents of Sun City Grand  
Surprise, Arizona  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

12/7--opinion entered into database and will be docketed in 10-0448.  
\*End of Comments\*

\*\*\*\*CLOSED\*\*\*\*

**Date Completed: 12/7/2011**

**Opinion No. 2011 - 101095**

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