

W-01303A-10-0448

ORIGINAL



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ARIZONA CORPORATION COMMISSIC..
UTILITY COMPLAINT FORM

RECEIVED

Investigator: Jenny Gomez

Phone: 2011 DEC - 8 P 12: 57

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2011 - 101078

Date: 12/6/2011

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

Arizona Corporation Commission

DOCKETED

First:

Last:

Complaint By: Marcia

Valancius

Home: DEC - 8 2011

Account Name: Marcia Valancius

Work:

DOCKETED BY

Street: N/A

CBR:

City: Sun City Grand, Surprise

is: E-Mail

State: AZ Zip: N/A

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-01303A-10-0448
Reference: Oppose - Agua Fria Water District

In reference to the above docket number regarding the proposed water rate increase:

Thousands of water customers are going to see a huge increase. I ask you who is giving us a pay increase to cover your costs? NO ONE! No wonder why seniors have to go back to work, which by the way is slim pickings!

What happened to your communications notifying us that we were in the Aqua Fria water district. No maps, no communications and now hitting us with this rate increase out of the blue.

You surely did not give us proper notification about this said increase and then you hit us with almost 80% proposed increases.

Just because the building industry has not boomed doesn't mean that you can sock it to all of us to pay back the 62 million investment to make it look pretty for your buyers.

Living in an association like Sun City Grand, not only will we get a separate high increase on our home water bill but we will also get hit with an increased association fee to pay for the common area water rate hike. Not to mention the trickle down effect that will hit the entire golfing community, restaurants, hospitals, and all facilities that use water, which is EVERYONE! Lets increase it all the way down the line so we all will be looking for loans just to pay water bills and be able to go out to eat or even golf.

You better go back to the drawing board and re think just what you are doing.

Suggestion, understanding that everything is costing more these days, why an 80% increase, why not 2% or 3% a year as cost of living increase suggests. CUT US A BREAK!!!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Marcia Valancius
Sun City Grand, Surprise, AZ
mferet-valancius@cox.net
623-2421-9617 12/2/2011
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 12/6/2011

Opinion No. 2011 - 101078

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 101073

Date: 12/6/2011

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

Complaint By: First: Vicky Last: Jones

Account Name: Vicky Jones

Home:

Street:

Work:

City: Surprise

CBR

State: AZ Zip: 85379

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-01303A-10-0448
Opposed rate increase

I would respectfully like to protest the proposed water rate hike by Arizona American Water. Given the current economic hardships suffered by many of the residents of Surprise, an 82% increase in water rates would have a adverse effect on many of the families struggling to hang on to their homes. At a time when many families are trying to survive on decreased incomes, the hardship of an already expensive water bill that nearly doubles in cost will be too much to bear. This increase will also cripple the potential growth of the city of surprise, as prospective home buyers and business owners weigh the cost of utilities and choose to move to the surrounding towns instead. Please do not allow a utility company to virtually hold the community of Surprise hostage.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 12/6/2011

Opinion No. 2011 - 101073

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 101081

Date: 12/6/2011

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

Complaint By: First: Shawn Last: Parker

Account Name: Shawn Parker

Home:

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85379

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

Docket No. W-01303A-10-0448
Opposed rate increase

I am a new resident to the Surprise area. We are supposed to close on our new home on 12/5/2011 at the above mentioned address. I find this price increase to be outrageous! This community has already been hit severely by the economy and does not need any more blows to their wallets! If this price increase goes it will make it harder for residents (who are already struggling to make ends meet) to pay their mortgages. Leading to more foreclosures and shortsales and ultimately a larger decrease in home values.

Please do not let this company take advantage of the little guy!
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 12/6/2011

Opinion No. 2011 - 101081

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 101070

Date: 12/6/2011

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

Complaint By: First: D & M Last: Krusniak

Account Name: D & M Krusniak

Home

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-01303A-10-0448
Opposed rate increase

I am totally against such an exorbitant increase. It is my understanding that the increase is a result of over expanding the water system to cover volume that has not incurred due to the economic downturn. Competition would never allow private industry to raise prices by 83% to cover costly decisions by management. The same should be true for utilities.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 12/6/2011

Opinion No. 2011 - 101070

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: -----

Fax: -----

Priority: Respond Within Five Days

Opinion No. 2011 - 101061

Date: 12/6/2011

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

Complaint By: First: Christie Last: Neilson

Account Name: Christie Neilson

Home:

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: (.....)

Nature of Complaint:

Docket No. W-01303A-10-0448

Opinion opposed rate increase for Arizona - American Water Company.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 12/6/2011

Opinion No. 2011 - 101061