

W-01303A-10-0448

ORIGINAL



0000132711

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM RECEIVED

Investigator: Sheila Stoeller

Phone: 602-542-4143 2011 DEC - 8 Fax: 12: 57

Priority: Respond Within Five Days

AZ CORP COMMISSION DOCKET CONTROL

Opinion No. 2011 - 96047

Date: 6/23/2011 Arizona Corporation Commission

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

DOCKETED

DEC - 8 2011

First: Ford Scott Last: Rollo

Complaint By: Ford Scott

DOCKETED BY [Signature]

Account Name: Ford Scott Rollo

Home: Work: (000) 000-0000

Street:

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:

\*\*\*\*\*Original opinion filed in June; additional opinion/comment filed in December, 2011\*\*\*\*\*

I could give you an entire treatise on why the potential all-at-once rate increase of over 80% upsets me and my family, let alone my senior-status budget, but let's suffice it to say that this proposal is, in a word, Draconian! As a resident of Sun City Grand, I've heard nothing about this idea, was not invited to comment in public hearings, and have only just learned of it through my Homeowners Association. Well-publicized public hearings should be mandatory for utility rate increases.

If you have valid reasons to justify this increase, why not spread it out over several years instead of one jump off the high-board?

12/6--  
Docket No. W-01303A-10-0448

I am opposed to the exorbitant 83% rate increase proposed by Arizona American Water.

I am not well informed on this proposed increase because American Water has not communicated with me effectively.

From what I can determine, the increased profits will go towards future infrastructure for yet-to-come needs. Seems to me the homes that have yet to be built should pick up the tab on any new infrastructure that's needed to take care of their individual water needs.

Please vote this down and make Arizona American Water come up with a workable, reasonable plan that is communicated to the public before it gets to critical review.

thank you.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Ford Scott Rollo  
e-mail: fordrollo@cox.net  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

6/23 -- opinion entered into database and will be docketed.

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

12/6--add'l opinion entered into database and will now re-CLOSE.

\*End of Comments\*

Date Completed: 12/6/2011

Opinion No. 2011 - 96047

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

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Investigator: Carolyn Buck

Phone: 602-542-4217

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 96601

Date: 7/7/2011

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

Complaint By: First: Alan R. & Mary Last: Erickson

Account Name: Alan R. & Mary Erickson

Home:

Street:

Work: (000) 000-0000

City: Surprise

CBR:

State: AZ Zip: 85387

is: Other

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Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\*ADDITIONAL OPINION ADDED TO RECORD IN DECEMBER '11 \*\*\*\*\*

6/28/11 Mail correspondence received: \*\*\*\*\*RATES Opposed\*\*\*\*\*  
Reference: Arizona American Water Docket No. W-01303A-10-0448 and SW-01303A-09-0343  
E-Mail: aerickson4@cox.net

We understand that Arizona American Water is requesting a raise in our water up to 82% we are retired people & are living on a fixed income. We have not had a Social Security increase in over 2 years! We absolutely Can Not afford a 82% increase in our water Bill. Please reconsider.  
Al & Mary E

PS I tried to Email this form but I don't think it works!

12/6--rec'd another email in OPPOSITION:

It seems absurd that a utility company could raise their rates by 82%! That will have a domino effect on 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 large 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:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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7/7/11 Comments entered for the record only; previously group-docketed by Admin. Carolyn

12/6--additional opinion entered into system. Re CLOSING

\*End of Comments\*

Date Completed: 12/6/2011

Opinion No. 2011 - 96601

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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 - 101050

Date: 12/6/2011

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

First:

Last:

Complaint By: **Robert and Susan Lee Walling**

Account Name: Robert and Susan Lee Walling

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:**

Dear Commission Members:

You have a very important role to play in protecting Arizona citizens from investment frauds, scams and even corporate miss-steps. Clearly this is a huge Corporate miss-step as this utility is trying to pass on to the public errors in judgement and mistakes that should be addressed by corporate executives and shareholders, not public consumers. Please vote "NO" to this 83% rate increase.

Public users will be paying for rate increases in several ways:

1. Personally through water bills.
2. Where they belong to an HOA, through increased HOA fees.
3. Cities will need to pass along outrageous water increases to taxpayers.
4. Business will need to pass along outrageous water increases to taxpayers.

I've heard that this utility is for sale and they are trying to pump up revenues to be attractive. Sorry, not on this taxpayer's dime. You are voted in as Commissioners to protect the public, please remember to do so and put this company in it's proper place, as a utility that wishes to serve, not disserve the public.

Thank you. My fellow citizens and we are watching closely for the outcome of this decision. The ballot box that we control for future Arizona Corporate Commissioners will ultimately decide the outcome of who represents us in the future.

Sincerely,

Robert and Susan Lee Walling  
\*End of Complaint\*

**Utilities' Response:**

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

12/6--opinion entered into database and will be docketed in 10-0448.

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

\*End of Comments\*

Date Completed: 12/6/2011

Opinion No. 2011 - 101050

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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 - 101059

Date: 12/6/2011

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

Complaint By: First: Gord & Lori Last: Hunter

Account Name: Gord & Lori Hunter

Home:

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:

This is our second letter to all of the Commissioners. To-date we have not received a response and are aware that a number of public meetings have been held in this regard, and that there is significant and valid concern about this proposed rate increase.

We believe the contemplated 83% increase in water fees proposed is outrageous and should not be approved. This will result in a significant hardship to us in respect to our personal water bill but also in additional fees to the Sun City Grand community association as common areas are watered and kept to a high standard.

I think that it is safe to say that to even contemplate this increase is highway robbery and is legalizing theft. The fact that this water facility was built and the building boom did not happen in order for the storage facility to be revenue neutral or a money-making endeavor, should not fall on the backs of the current residents. There is no question that this will make the city of Surprise an undesirable location to purchase property in a time where the recession is already challenging communities to be competitive in the current housing market. Wages have not increased anywhere near this rate so we are left wondering how Arizona America can feel entitled to receive approval; this is nothing short of arrogance!

It would not be prudent or ethical for the Commissioners to approve this increase at the peril of the residents. We are comfortable saying that we are confident that the Commissioners are all well aware of the significant impact that an increase as large as this would have, and that you are further familiar with the fact that there is great opposition to this proposed increase.

We look forward to hearing that this ridiculous notion has been denied and that the Water Corp be told, emphatically, that you as Commissioners are insulted by the mere suggestion that they would approve this request. We respectfully request that the increase in water utilization fees be denied and look forward to hearing of same.

Sincerely,

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Gord and Lori Hunter  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/6--opinion entered into database and will be docketed in 10-0448.  
\*End of Comments\*

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

Date Completed: 12/6/2011

Opinion No. 2011 - 101059

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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 - 101065

Date: 12/6/2011

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

Complaint By: First: **Marvin** Last: **Banta**

Account Name: Marvin Banta

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 moved here in 2004. Our development Sun City Grand was certified to have Well Water to supply our needs for 100 years. Arizona American Water has apparently mis-managed their company assets in Arizona per statements they have released about why they need an increase of 82%.

American Water has been in the process of selling the Arizona portion of their company to a Canadian company. It seems obvious that an 82% increase would get them a larger profit on the sale.

This increase would essentially be another bailout of a major corporation only this would be directly taking money from customers that are trapped by a monopoly on our water distribution system.

The latest Investor Report states that Quarterly Earnings Year over Year have increased. But rather than absorb their error in management, they want to rob water users. Any rate increase will have a domino affect. Individual home owners will pay an increase for water, increase in HOA Fees used of water, increase of the many different taxes on water.

So the net increase would actually be greater than an 82% increase on individual home owners.

Any significant raise at all will have a significant negative impact on Arizona.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/6--opinion entered into database and will be docketed in 10-0448.

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

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 12/6/2011

Opinion No. 2011 - 101065

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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 - 101032

Date: 12/6/2011

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

First:

Last:

Complaint By: Paul R. and Janie V Lay

Account Name: Paul R. and Janie V. Lay

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:**

How can you possibly approve the proposed 83% increase in water rates sought by the Arizona American Water utility in light of the severe economic downturn that everyone is experiencing? Our understanding is that AAW made a decision to vastly expand its wter processing capability long before it was necessary due to a predicted increase in demand that will not materialize for many, many years - a bad gamble/decision. Arizona American Water customers SHOULD NOT suffer the consequences of what appears to be an extremely BAD BUSINESS decision made by the AAW management. AAW owners and stockholders should be responsible for and suffer most of the consequences of bad business decisions made by their management. It's obvious that this water rate increase, if approved, will benefit only AAW's bottom line to improve their position to sell the company.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

12/6--opinion entered into database and will be docketed in 10-0448.

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

\*End of Comments\*

Date Completed: 12/6/2011

Opinion No. 2011 - 101032

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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 - 101042

Date: 12/6/2011

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

First:

Last:

Complaint By: Calvin L. Cook

Account Name: Calvin L. Cook

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:

My wife and I oppose the proposed rate increase by Arizona American Water for the following reasons:

1. The increase isn't justified if it is because of poor business decisions on the part of Arizona American Water.
2. The rate increase is exorbitant even if it were somewhat justified.
3. The rate increase would pose a financial burden on those of us who are retired.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/8-- opinion entered into database and will be docketed in 10-0448.

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

\*End of Comments\*

Date Completed: 12/6/2011

Opinion No. 2011 - 101042

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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 - 101041

Date: 12/6/2011

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

Complaint By: First: **Robert** Last: **Brown**

Account Name: Robert Brown

Home:

Street:

Work:

City: Surprise

CBR: r'

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 strongly oppose the ridiculous proposal for an 83% increase in wter rates by Arizona American Water.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/6--opinion entered into database and will be docketed in 10-0448.  
\*End of Comments\*

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

Date Completed: 12/6/2011

Opinion No. 2011 - 101041

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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 - 101045

Date: 12/6/2011

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

First:

Last:

Complaint By:      **Pat and Ray**                      **Wilkins**

Account Name:      Pat and Ray Wilkins

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 want to go on record as strongly opposing the AZ American Water rate increase for Surprise. We feel the increase is way too high and very unfair to the Surprise residents. The plant that they want to fund, is not needed at this time and should have been scrapped several years back when the growth was halted with the real estate downturn.

We are retired year round residents and one of the desired features of retiring here was for the affordability of Arizona. A rate increase of this magnitude would be devastating to many, hitting us doubly for personal use and HOA rate increases to cover the common areas.

We are all feeling the "pinch", individual and companies, however individuals aren't seeing any increase in their retirement pay.

The answer is to halt the plant project until there is a real need when and if the Surprise population shows an increase.

Pat & Ray Wilkins  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

12/6--opinion entered into database and will be docketed in 10-0448.

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

\*End of Comments\*

Date Completed: 12/6/2011

**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 - 101048

Date: 12/6/2011

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

**Dick and Joyce**

**Mitchell**

Account Name:

Dick and Joyce Mitchell

Home:

Street:

Work:

City:

Surprise

CBR:

State:

AZ Zip: 85387

is:

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Utility Company.

**Arizona - American Water Company**

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

As residents and owners in Surprise, we are adamantly against the unfair proposed 83% ratehike being put forth by Arizona American Water.

Please stoppy this rate hike which is totally outrageous.

Thank you.

Dick & Joyce Mitchell

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/6--opinion entered into database and will be docketed in 10-0448.

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

\*End of Comments\*

Date Completed: 12/6/2011

Opinion No. 2011 - 101048

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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 - 101051

Date: 12/6/2011

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

First:

Last:

Complaint By: Al & Tina

Borkin

Account Name: Al & Tina Borkin

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:

I think it is outrageous for Arizona American Water to want to increase our rates 83%!!!, especially in this economy. Do they expect us to pay for their treatment plant?

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/6--opinion entered into database and will be docketed in 10-0448.

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

\*End of Comments\*

Date Completed: 12/6/2011

Opinion No. 2011 - 101051

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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 - 101052

Date: 12/6/2011

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

First:

Last:

Complaint By: **Thomas & Diane Eason**

Account Name: Thomas and Diane Eason

Home:

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 absolutely oppose this significant increase. It is our opinion that AAW's existing customers should not be penalized because the company made a poor business decision in building new facilities to service a population increase that did not materialize. The new facilities were developed in anticipation that their cost recovery would come from service to those new customers. It is not the existing customer's fault that such population growth did not in fact come about. Many companies and people are being negatively impacted by the recent turndown in economic conditions, but that shouldn't mean that existing customers should be forced to bail out a poor decision. This smacks of the taxpayer bail out of banks. Another consideration that concerns us is the imminent sale of AAW to EPCOR. Our concern is that the AAW sale at some negotiated price is contingent upon AAW getting regulatory approval of an 83% rate increase in order to justify the purchase price. A question that needs to be asked and answered is to what degree do AAW executives benefit from this sale.

Thank you for your attention to our concern, and in advance we thank you for stopping what appears to be an unjustifiable rate increase.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

12/6--opinion entered into database and will be docketed in 10-0448.

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

\*End of Comments\*

Date Completed: 12/6/2011

Opinion No. 2011 - 101052

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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 - 101069

Date: 12/6/2011

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

Complaint By: First: David & Ruth Last: Crayston

Account Name: David & Ruth Crayston

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:

We believe they are attempting to raise the rates to compensate for their errors. The cost of their waste water treatment plant is not something the citizens of Surprise should be paying for.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/6--opinion entered into database and will be docketed in 10-0448.

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

\*End of Comments\*

Date Completed: 12/6/2011

Opinion No. 2011 - 101069

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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 - 101079

Date: 12/6/2011

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

Complaint By: First: Michael G. Last: Roberts

Account Name: Michael G. Roberts

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:

Dear Sir or Madam:

I would like to voice my strong objection to this ridiculous rate increase request. It seems to me that when a business makes a decision to expand its services and equipment and then an event occurs causing it to not utilize its expansion, the business cannot (with the help of government) force its existing customer base to pay for its mistakes.

Since we as customer of AZ American Water are forced to rely on you to act on our behalf, I am asking you to disallow this huge increase. If AZ American Water makes bad decisions and cannot make the profit their shareholders or owners want then why don't they not get out of the business. I as a consumer have no competitors to go to so you have left me with no power to exercise except to write to you.

I live on a fixed income as many seniors do, for the past 3 yers we have had no increase in Social Security and now we are finally getting a 3.6% increase (minus the increase in Medicare and date to day expenses). Then here comes AZ American Water and wants over 80%!!!! Loan Sharks, Pay Day Loans and Banks are even regulated to stop this kind of percentages!

Please help us out. We have nowhere else to turn to. Thank you.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/6--opinion entered into database and will be docketed in 10-0448.

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

\*End of Comments\*

Date Completed: 12/6/2011

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

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

---

Opinion No. 2011 - 101080

Date: 12/6/2011

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

Complaint By: First: Dan Last: Wallen

Account Name: Dan Wallen

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:

The Arizona American Water Company is asking for an 83% increase in water fees. An 83% increase in anything seems ridiculous but I am new to the area and do not know the history of this request.

I ask the commission to thoroughly investigate this request and if the Arizona American Water Company cannot substantiate their request, I urge the commission to reject the request to protect the public.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/6--opinion entered into database and will be docketed in 10-0448.

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

\*End of Comments\*

Date Completed: 12/6/2011

Opinion No. 2011 - 101080

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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 - 101086

Date: 12/6/2011

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

Complaint By: First: David Last: Thompson

Account Name: David Thompson 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:

A rate increase of nearly 83% is unwarranted and is an attempt to burden ratepayers for ineffective management decisions many years ago. Excess construction could have been avoided with an effective forward looking assessment of the communities being served rather than proceeding with unwarranted capacity. The consequences of this grievous mistake should be borne by the shareholders -- not the ratepayers who had no say so in the eventual decision making. Further, this increase will have far reaching consequential effects as well, with the multiplying effect of increasing my home water bill, my HOA water bill, my city government water bill, and the local businesses water bills. In effect, as a result, this impact will be quadrupled. What an abomination.

Equally unsettling is the seemingly devious failure to notify all customers in the affected area of which I find myself a member, the Aqua Fria District, of this requested rate change. This only became known after the public outcry began in earnest, and widespread media attention fully revealed the extent of this requested action and those it would impact. In addition, it seems more than coincidental that this request is offered at the same time as a pending acquisition is under review -- one might reasonably infer that were the requested rate increase granted, this would favorably enhance the prospective purchasers position.

All of the elements of this action appear exceedingly disingenuous, reflecting a poorly managed company looking out for its own interests far in excess of those whom it is supposed to server -- the rate paying consumer. Emphatically deny this request!

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

12/6--opinion entered into database and will be docketed in 10-0448.

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

\*End of Comments\*

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 101087

Date: 12/6/2011

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

First:

Last:

Complaint By: Lawrence

Waskosky

Account Name: Lawrence Waskosky

Home:

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:

Surprise residents should not be required to pay for Arizona American Water's mismanagement. Sun City Grand residents have already paid for our wells, and should not be forced to cover the decision to build the White Tanks Water Treatment Plant.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/6--opinion entered into database and will be docketed in 10-0448.

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

\*End of Comments\*

Date Completed: 12/6/2011

Opinion No. 2011 - 101087

**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 - 101088

Date: 12/6/2011

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

Complaint By: First: William Last: Grigg

Account Name: William Grigg

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:

I am opposed to the 83% water rte increase that is proposed. The financing scheme of this project was ill-conceived. It should have been funded through a bond measure of 20 plus years or some similar long-term financing arrangement. Also, the user of the water treatment plan both existing and future users, should pay for the project on an equitable basis over time. Existing customers/users should not be saddled with this debt.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/6--opinion entered into database and will be docketed in 10-0448.  
\*End of Comments\*

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

Date Completed: 12/6/2011

Opinion No. 2011 - 101088

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