

W-01303A-10-0448

ORIGINAL



0000132715

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 1

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2011 - 100987

Date: 12/5/2011

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

First:

Last:

Complaint By: **John James & Dolores Italiane**

Account Name: John James Italiane & Dolores R Italiane

Home: (6)

Street:

Work:

City: Surprise

CBR: 6.

State: AZ Zip: 853 4

is: Cellular

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

Division: Water

Contact Name: Ka

Contact Phone: (6) 9

Nature of Complaint:

*****OPINION OPPOSED - REGARDING AGUA-FRIA WATER DISTRICT*****

RE: Dkt No: W-01303A-10-0448

12/5/11 Email Received:

From: john j italiane [mailto:]
Sent: Saturday, December 03, 2011 12:31 PM
To: Utilities Div - Mailbox
Subject: Docket No. W-01303A-10-0448 Comments

Arizona Corporation Commission

DOCKETED

DEC - 8 2011

DOCKETED BY

Please see our attached objection to the unjustifiable water rate increase proposed by Arizona-American water. We need the Commission's serious consideration and protection from this unjust penalizing rate increase John and Dolores Italiane

ATTACHED - Public Comment Form:

dec 3, 2011

John James Italiane & Dolores R Italiane
Surprise, AZ 85374

RE: Docket No. W-01303A-10-0448
Arizona American Water rate increase

RECEIVED
2011 DEC - 8 P 12: 55
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments:

We strongly object to the Arizona American proposed water rate increase to pay for capital expenditures unrelated to their direct costs of providing water to we existing consumers. The costs are excessive and unjustified. We should not be held hostage to being burdened by a questionable capital building program which is exorbitant. We should not have to pay the capital costs for new services and future customers. These costs should be born by the company and paid for by profits from existing accounts and if that is not manageable should be shared by future new customers.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/5/2011

Opinion No. 2011 - 100987

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (602) 255-2200

Priority: Respond Within Five Days

Opinion No. 2011 - 100984

Date: 12/5/2011

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

First:

Last:

Complaint By: William G.

Haraldson

Account Name: William G. Haraldson

Home:

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85387

is: Cellular

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED - REGARDING AGUA-FRIA WATER DISTRICT*****

RE:Dkt No: W-01303A-10-0448

12/5/11 Email Received:

From: Billterryh [mailto:Billterryh@arizona.gov]
Sent: Saturday, December 03, 2011 9:48 AM
To: Utilities Div - Mailbox
Cc:
Subject: Arizona American Water Rate Increases

NAME: William G. Haraldson

DATE: December 3, 2001

ADDRESS: 1

PHONE (HOME):

CITY, STATE, ZIP: Surprise, AZ 85387

CELL PHONE:

DOCKET YOU WISH TO COMMENT ON: Arizona American Water Rate Increase

DOCKET NUMBER: W-01303A-10-0448

UTILITY NAME: Arizona American Water

E-MAIL ADDRESS:

COMMENTS:

I think that raising rates by over 80% is extremely bad business. Most companies raise rates according to the CPI every year. In fact, Social Security recipients haven't gotten any raises for the past two years. Why would a

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

company think it would be okay to go up 85%? Arizona American Water should have followed the CPI and raised rates gradually, instead of gouging the public when times are tough. Let them find a way to dig themselves out of their own mess.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/5/2011

Opinion No. 2011 - 100984

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: () - -

Fax: - - 9

Priority: Respond Within Five Days

Opinion No. 2011 - 100990

Date: 12/5/2011

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

First:

Last:

Complaint By: Lauren

Stamper

Account Name: Lauren Stamper

Home: (000) 000-0000

Street: I.

Work:

City: Wittmann

CBR: €

State: AZ Zip: 85361

is: Cellular

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: K

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED - REGARDING AGUA-FRIA WATER DISTRICT*****

RE: Dkt No: W-01303A-10-0448

12/5/11 Email Received:

From: chicogr134@aol.com [mailto:]
Sent: Saturday, December 03, 2011 3:38 PM
To: Utilities Div - Mailbox
Subject:

DATE: 12/03/11

NAME: Lauren Stamper

ADDRESS:

CITY, STATE, ZIP: Surprise, AZ 85361

CELL PHONE: 73

DOCKET NUMBER W-01303A-10-0448

CASE OR UTILITY NAME: AM WATER

E-MAIL ADDRESS

COMMENTS: In this hard economy, it is unacceptable to raise the rate 82%.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion docketed. CLOSED
End of Comments

Date Completed: 12/5/2011

Opinion No. 2011 - 100990

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 974-2000

Fax: (602) 974-2000

Priority: Respond Within Five Days

Opinion No. 2011 - 100992

Date: 12/5/2011

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

Complaint By: First: **Jean D.** Last: **Bonde**

Account Name: Jean D. Bonde

Home: (602) 974-2000

Street: 10000 W. Camelback Rd.

Work:

City: Surprise

CBR: 10000 W. Camelback Rd.

State: AZ Zip: 85374

is: E-Mail

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

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED - REGARDING AGUA-FRIA WATER DISTRICT*****

RE: Dkt No: W-01303A-10-0448

12/5/11 Email Received:

From: Jean Bonde [mailto:jean@jeanbonde.com]
Sent: Saturday, December 03, 2011 5:37 PM
To: Utilities Div - Mailbox
Subject: Oppose W-01303A-10-0448

DATE: 12/3/11

NAME: Jean D. Bonde

ADDRESS:

CITY, STATE, ZIP Surprise AZ 85374

PHONE (HOME):

CELL PHONE:

DOCKET NUMBER: W-01303A-10-0448

CASE OR UTILITY NAME: Arizona Water

E-MAIL ADDRESS: jean@jeanbonde.com

COMMENTS:

I am very opposed to the outrageous rate increase in my water rate. This additional plant was constructed for future growth that has not been realized. This was a bad business decision and I should not pay for this company making poor planning and financial commitments. Just another bail out to be paid by those of us who already paid in our original home purchase for our water needs.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/5/2011

Opinion No. 2011 - 100992

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100991

Date: 12/5/2011

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

Complaint By: First: **George M** Last: **Jacobs**

Account Name: Georae M Jacobs

Home:

Street:

Work:

City: Surprise

CBR:

State: AZ Zip:

is: E-Mail

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

Division: Water

Contact Name:

Contact Phone: (62

Nature of Complaint:

*****OPINION OPPOSED - REGARDING AGUA-FRIA WATER DISTRICT*****

RE: Dkt No: W-01303A-10-0448

12/5/11 Email Received:

From: George and Mary Ann [mailto:]
Sent: Saturday, December 03, 2011 3:58 PM
To: Utilities Div - Mailbox
Subject: W-01303A-10-0448

Please open the attachment which complies with your format for you to process and record, with my CON position on the subject docket. We will also be attending future hearings, and a rally in Surprise, AZ to support our position and follow your decision. DO WHAT IS RIGHT!
George M Jacobs

Attached - Public Comment Form:

12/3/2011

George M Jacobs

Surprise, Arizona 85084

I am a homeowner living in the Agua Fria Water District. Specifically, the Sun City Grand Community

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Association.

I understand that a water rate increase proposed by Arizona-American Water company (AAW) may raise both my and my associations monthly water bill (included in my association assessments) by over 82%. This 82% rate increase is flagrantly excessive, and a double hit to my expenses, as I am not able to increase my fixed income by 82% in this economy (doubtful in a booming economy, also).

Please stop what seems like Standard Operating Procedures for large corporation to expect bailouts for poor management decisions that do not yield expected profits. An increase comparable to a Social Security cost of living increase 2012 is more understandable and humane Let AAW write it off as a business loss, as my pockets are not that deep.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/5/2011

Opinion No. 2011 - 100991

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 974-2000

Fax: (602) 974-2000

Priority: Respond Within Five Days

Opinion No. 2011 - 100996

Date: 12/5/2011

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

Complaint By: First: **Thomas G.** Last: **Toombs**

Account Name: Thomas G. Toombs

Home: (000) 000-0000

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is: Cellular

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

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED - REGARDING AGUA-FRIA WATER DISTRICT*****

RE: Dkt No: W-01303A-10-0448

12/5/11 Email Received:

From: THOMAS G TOOMBS Owner [r
Sent: Sunday, December 04, 2011 2:02 PM
To: Utilities Div - Mailbox
Subject: Docket No. W-01303A-10-0448

See attached document.

ATTACHED - Public Comment Form:

December 4, 2011

Thomas G. Toombs

Surprise, AZ

Cell:

Email: tombs@gowater.com

RE: Docket No. W-01303A-10-0448
Arizona-American Water

Comments:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Arizona Water is but one of 19 state subsidiaries, owned by American Water Corporation the self-proclaimed "largest investor owned water company in the United States, serving approximately 15 million people in more than 30 states and parts of Canada." American Water Corporation acknowledges on its own web page in the Corporate Responsibility Section that they are in the business of supplying its customers 'with something they cannot live without..., water.

The rate increase proposed by Arizona-American Water, which would raise the average monthly residential water bill for customers in Surprise and the surrounding area by 82.89%, places an unfair financial burden on a relatively small portion of American Waters total customer base.

Given the acknowledged importance of this life sustaining resource, Arizona customers have the right to expect the Arizona Corporation Commission whatever action is necessary to protect their interests by ensuring the American Water Corporation distributes the cost of doing business across its entire 30 state, 15 million customer base, just as it distributes its dividends among its entire group of investors.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/5/2011

Opinion No. 2011 - 100996

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602)

Fax: (602)

Priority: Respond Within Five Days

Opinion No. 2011 - 100993

Date: 12/5/2011

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

Complaint By: First: **Robert and Donna** Last: **Kroener**

Account Name: Robert and Donna Kroener

Home:

Street:

Work:

City: Surprise

CBR: k

State: AZ Zip: 85374

is: E-Mail

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

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED - REGARDING AGUA-FRIA WATER DISTRICT*****

RE: Dkt No: W-01303A-10-0448

12/5/11 Email Received:

From: Bob Kroener [mailto:
Sent: Sunday, December 04, 2011 10:28 AM
To: Utilities Div - Mailbox
Subject: Arizona American Water rate increase

Please forward to the Arizona Corporation Commission.

Thank you in advance

IN GOD WE TRUST

Bob Kroener

Surprise, AZ

ATTACHED - Public Comment Form:

12.4.11

KROENER, ROBERT & DONNA'

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: Dkt No: W-01303A-10-0448

Comments:

It is due to their poor planning that this requested 82% rate increase is requested. Cut the size of the water plant that is planned as the housing market isn't expected to recover for another 5 years. In this day and age with unemployment up and no salary increases or fixed income increase and the idiot in Washington doing their best to keep things status quo for them, you cannot expect to try and increase ANYTHING by this amount. Spread the rate increase over 10 years and it might fly.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/5/2011

Opinion No. 2011 - 100993

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 974-2000

Fax: (602) 974-2029

Priority: Respond Within Five Days

Opinion No. 2011 - 101003

Date: 12/5/2011

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

Complaint By: First: **Robert** Last: **Patton**

Account Name: Robert Patton

Home: (602) 974-2000

Street: 10000 W. Camelback Rd. n

Work:

City: Surprise

CBR: 1

State: AZ Zip: 85078

is: E-Mail

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

Division: Water

Contact Name: Robert Patton

Contact Phone: (602) 974-2000

Nature of Complaint:

*****OPINION OPPOSED - REGARDING AGUA-FRIA WATER DISTRICT*****

RE: Dkt No: W-01303A-10-0448

12/5/11 Email Received:

From: RLPattonAZ [mailto:rlpatton@azwater.com]
Sent: Monday, December 05, 2011 8:18 AM
To: Utilities Div - Mailbox
Subject: Emailing: PublicCommentForm Patton Water Rate Case.pdf

Attached are my comments - The appropriate increase for the Arizona American Water company is closer to 3% than 82%.

Robert Patton

(602) 974-2000

ATTACHED - Public Comment Form:

12/05/2011

Robert Patton

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: W-01303A-10-0448
Arizona American Water Rate

Comments:

The 82% rate increase proposed is unthinkable and unjustified. Apparently they "justify" it by the investment they have made in a new - but arguably unnecessary - water treatment facility.

Regardless of the folly of that investment that asks their customers to cover their mistake, is the fact that NO investment in todays fincial climate deserves that kind of rate increase -

In prior times an investment by a utility might justify a rate increase to give the shareholders perhaps a 5 to 10 % return on investment - that was when "everyone" could get 5 to 10% on investments. NOW however - we cant even get 1% safely on our investments - why should they?? (Especially since they want to sell out to a foreign business and send the money out of the country.) This kind of increase would be a cruel, unacceptable, unnecessary, and irreplaceable drain on our finances.

Most of the 9000 of us here in Sun City Grand are on fixed incomes the rest of our lives - we simply have no room in our budgets for the rest of our lives for that kind of increase in an unavoidable utility expense - an increase solely the result of the greivous mistake of the Water company management.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/5/2011

Opinion No. 2011 - 101003

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: 520-344-3100

Fax: 520-344-3100

Priority: Respond Within Five Days

Opinion No. 2011 - 101001

Date: 12/5/2011

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

Complaint By: First: Sylvia Last: Josephs

Account Name: Sylvia Josephs

Home: 520-344-3100

Street:

Work:

City: Surprise

CBR:

State: AZ Zip:

is: Cellular

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: K

Contact Phone: 520-344-3100

Nature of Complaint:

*****OPINION OPPOSED - REGARDING AGUA-FRIA WATER DISTRICT*****

RE: Dkt No: W-01303A-10-0448

12/5/11 Email Received:

From: l [mailto:] On Behalf Of Jean Josephs
Sent: Monday, December 05, 2011 4:16 AM
To: Utilities Div - Mailbox
Subject: Public Comment Re: Arizona American Water Rate Increase Proposal, Docket Number: W-01313A-10-0448
Importance: High

DATE: December 4, 2011

NAME: Sylvia Josephs
ADDRESS:
CITY, STATE, ZIP: Surprise, AZ. 85374-4540
PHONE (HOME):
CELL PHONE: 602-344-3100

DOCKET NUMBER: W-01313S-10-0448
CASE OR UTILITY NAME: Arizona American Water
E-MAIL ADDRESS: sjc

COMMENTS:

I feel that AZ American Water's proposed 83% rate increase is most unfair and unreasonable. It appears to me

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

that this proposal arises from business decisions based upon erroneous/unrealized assumptions and projections on the part of subject Company's management resulting in this attempt to pass on the costs to those of us hereby potentially affected by and burdened with nearly double the amount of money for our water. THIS SIMPLY IS NOT RIGHT. Unfortunately, I am unable to attend the captioned Hearing

due to impaired mobility issues which have developed in my older years, but were I able, I certainly would request the opportunity to speak if granted the opportunity as I feel so strongly about this. Throughout my entire life in twenty plus locations in all corners of this country, our United States (in part due to military life as a USAF wife), I have NEVER heard of, much less been asked for a rate increase of this magnitude! I simply cannot imagine how AZ American Water can legitimately justify the exorbitant hike it seeks. I implore the Commission Members to give this very important matter complete, thorough and comprehensive scrutiny/investigation in order to fully determine the rationale, the integrity of motive and accuracy of the "numbers" behind this grossly unfair rate increase proposal. Further, I strongly urge the Commission to reject as grossly unfair the said proposal, Docket Number W-01303A-10-0448, submitted by Arizona American Water seeking an 83% rate increase.*

*ADDENDUM RE: The 83% rate hike proposal by Arizona American Water which is before the Arizona Corporate Commission under Docket Number W-01303A-10-0448. I, Gilbert Heikkinen, life partner of Sylvia Josenhs and residing with her in the home which we own jointly at the above stated address, 1 G and email address c et wish to add that I concur fully with Sylvia's comments regarding Arizona American Water and its proposed rate hike which is sufficiently high as to feel punitive in its scope. We both have impaired mobility function which also precludes, regrettfully, my attendance at the hearing scheduled for tomorrow, December 5, 2011 at 10 A.M. and, like Sylvia, if able, I too would seek to speak out on this proposal as I feel so strongly about it. This action is beyond the pale in its scope and I strongly urge the Commission members to vehemently reject this proposal which, to me, is outrageous. I also urge Commission members to examine the proposal under the proverbial microscope and to reject it as it is most unreasonable.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED
End of Comments

Date Completed: 12/5/2011

Opinion No. 2011 - 101001

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 974-3100

Fax: (602) 974-3100

Priority: Respond Within Five Days

Opinion No. 2011 - 100981

Date: 12/5/2011

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

Complaint By: First: **JAMES E.** Last: **ROUPP**

Account Name: JAMES E. ROUPP

Home: (602) 974-3100

Street: 16863 SURPRISE BLVD, SURPRISE, AZ 85077

Work:

City: Surprise

CBF

State: AZ Zip:

is: Business

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

Division: Water

Contact Name: JAMES E. ROUPP

Contact Phone: (602) 974-3100

Nature of Complaint:

*****OPINION OPPOSED - REGARDING AGUA-FRIA WATER DISTRICT*****

RE:Dkt No: W-01303A-10-0448

12/5/11 Email Received:

From: bev roupp [mailto:bev.roupp@arizona.com]
Sent: Saturday, December 03, 2011 8:43 AM
To: Utilities Div - Mailbox
Cc: ills@surpriseaz.gov
Subject: water rate increase

ATTACHED - Public Comment Form:

12-03-2011

JAMES E. ROUPP
16863
SURPRISE AZ 85077
Hm:
Cell:
Email: jroupp@surpriseaz.gov

RE: Dkt NO. W-01303A-10-0448
Agua-Fria-District-Water-Rate-Increase

Comments:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I read from an e-mail of 12/2/2011, from Mitzi Mills, Executive Director of Sun City Grand, that the administrative law judge assigned to this case is pro-utility company. I take great offense to this information. I thought that a judge assigned to mediate a matter was to be unbiased and neutral, and are these meetings designed to be in an inconvenient location, spread over seven (7) days, so as to perpetrate the "government as usual" approach to frustrate the people from reacting?

Being a retired person on a fixed income, who is told that inflation is 3 1/2 percent for the year of 2011, how do you expect me to react to an increase of 83 percent for water and sewer service?

I am mad as hell and won't take it anymore.

James E. Roupp
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED
End of Comments

Date Completed: 12/5/2011

Opinion No. 2011 - 100981

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100998

Date: 12/5/2011

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

Complaint By: First: RJ Last: Pelletier

Account Name: RJ Pelletier

Home:

Street:

Work:

City: Surprise

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: (6

Nature of Complaint:

*****OPINION OPPOSED - REGARDING AGUA-FRIA WATER DISTRICT*****

RE: Dkt No: W-01303A-10-0448

12/5/11 Email Received:

-----Original Message-----

From: Rene John Pelletier [mailto:

Sent: Sunday, December 04, 2011 4:30 PM

To: Utilities Div - Mailbox

Subject: Water Increase Docket # W-01303A-10-0448

Importance: High

To Whom It May Concern,

Simply stated this proposed increase should not be approved. Since when does bad business benefit from their mistakes or is this paramount to the Banking industry bail-out?

Respectfully,

RJ Pelletier

Surprise, A

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/5/2011

Opinion No. 2011 - 100998

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2011 - 101000

Date: 12/5/2011

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

Complaint By: First: **Bernard M.** Last: **Dufresne**

Account Name: Bernard M. Dufresne

Home:

Street:

Work:

City: Surprise

CBR:

State: AZ Zip:

is: E-Mail

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

Division: Water

Contact Name:

Contact Phone: ()

Nature of Complaint:

*****OPINION OPPOSED - REGARDING AGUA-FRIA WATER DISTRICT*****

RE: Dkt No: W-01303A-10-0448

12/5/11 Email Received:

From: BDufresne [mailto:bd
Sent: Sunday, December 04, 2011 6:42 PM
To: Utilities Div - Mailbox
Subject: Surprise water rates rebuttal statement

12/4/2011

Bernard M - Dufresne
158
Street
(
JC

Comments:

We are against any increase in water rates for Surprise, AZ. We are already over taxed in sales tax in this area and now you want a rate increase in water rates?? Many people that live here are on fixed income. Seems tho the department could reduce some of their expenses by giving a closer look as to where they could cut expenses. \$25 more per home is too much of an increase. In Sun City Grand alone if you take 9500 homes x \$25 = \$22,500 per month. This is just one community. Just think what you get when you add in the whole town of Surprise.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/5/2011

Opinion No. 2011 - 101000

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2011 - 101001

Date: 12/5/2011

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

Complaint By: First: **Sylvia** Last: **Josephs**

Account Name: Sylvia Josephs

Home

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is: Cellular

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

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED - REGARDING AGUA-FRIA WATER DISTRICT*****

RE: Dkt No: W-01303A-10-0448

12/5/11 Email Received:

From: On Behalf Of Jean Josephs
Sent: Monday, December 05, 2011 4:16 AM
To: Utilities Div - Mailbox
Subject: Public Comment Re: Arizona American Water Rate Increase Proposal, Docket Number: W-01313A-10-0448
Importance: High

DATE: December 4, 2011

NAME: Sylvia Josephs
ADDRESS: / V 3
CITY, STATE, ZIP: Surprise, AZ, 85374-4540
PHONE (HOME): ()
CELL PHONE:

DOCKET NUMBER: W-01313S-10-0448
CASE OR UTILITY NAME: Arizona American Water
E-MAIL ADDRESS: ; net

COMMENTS:

I feel that AZ American Water's proposed 83% rate increase is most unfair and unreasonable. It appears to me

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

that this proposal arises from business decisions based upon erroneous/unrealized assumptions and projections on the part of subject Company's management resulting in this attempt to pass on the costs to those of us hereby potentially affected by and burdened with nearly double the amount of money for our water. THIS SIMPLY IS NOT RIGHT. Unfortunately, I am unable to attend the captioned Hearing

due to impaired mobility issues which have developed in my older years, but were I able, I certainly would request the opportunity to speak if granted the opportunity as I feel so strongly about this. Throughout my entire life in twenty plus locations in all corners of this country, our United States (in part due to military life as a USAF wife), I have NEVER heard of, much less been asked for a rate increase of this magnitude! I simply cannot imagine how AZ American Water can legitimately justify the exorbitant hike it seeks. I implore the Commission Members to give this very important matter complete, thorough and comprehensive scrutiny/investigation in order to fully determine the rationale, the integrity of motive and accuracy of the "numbers" behind this grossly unfair rate increase proposal. Further, I strongly urge the Commission to reject as grossly unfair the said proposal, Docket Number W-01303A-10-0448, submitted by Arizona American Water seeking an 83% rate increase.*

*ADDENDUM RE: The 83% rate hike proposal by Arizona American Water which is before the Arizona Corporate Commission under Docket Number W-01303A-10-0448. I, Gilbert Heikkinen, life partner of Sylvia Josephs and residing with her in the home which we own jointly at the above stated address, [redacted] 4-4540 with Tel. number [redacted] and cell phone number [redacted] and email address [redacted] wish to add that I concur fully with Sylvia's comments regarding Arizona American Water and its proposed rate hike which is sufficiently high as to feel punitive in its scope. We both have impaired mobility function which also precludes, regrettably, my attendance at the hearing scheduled for tomorrow, December 5, 2011 at 10 A.M. and, like Sylvia, if able, I too would seek to speak out on this proposal as I feel so strongly about it. This action is beyond the pale in its scope and I strongly urge the Commission members to vehemently reject this proposal which, to me, is outrageous. I also urge Commission members to examine the proposal under the proverbial microscope and to reject it as it is most unreasonable.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED
End of Comments

Date Completed: 12/5/2011

Opinion No. 2011 - 101001

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 101006

Date: 12/5/2011

Complaint Description: 01H Billing - Smart Meter
N/A Not Applicable

Complaint By: First: **Gwenellen** Last: **Marie**

Account Name: Gwenellen Marie

Home: (602) 71-4

Street:

Work:

City: Phoenix

CBR: g

State: AZ Zip: 85050

is: E-Mail

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

RE: Docket No. E-00000C-11-0328

12/4/11 Email Received:

From: Gwenellen Marie [mailto:]
Sent: Sunday, December 04, 2011 4:49 PM
To: Utilities Div - Mailbox
Subject: Smart Meters

Arizona Corporation Commission:

I am not sure which department to address this note regarding my concern over the Smart Meter issue. Kindly forward this to the proper person.

In the November 27, 2011 Arizona Republic paper there was an article about APS considering fees to charge citizens who choose not to use a Smart Meter, but prefer the old analog type. They were mentioning a \$90 yearly fee, plus a \$20. monthly fee.

I feel that these amounts are an unfair surcharge to those of us who are concerned about the health issues of the Electro-Magnetic-Frequencies that these meters send thru our homes, and secondly, it is essentially a surveillance device.

There have been numerous articles written that warn about the dangers of the EMF waves to the cells of the body, and I believe APS has seriously downplayed this issue to its customers.

In fact, there is a growing concern and awareness about the Smart Meters on a national level, and it is important

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UTILITY COMPLAINT FORM

that our voices are heard, and fears acknowledged.

If APS feels that it must charge such high penalty fees to those of us who prefer the old analog meter, then I would suggest instead that individual homeowners could be responsible as their own "meter readers", and complete a form each month to mail in with the meter dial numbers recorded.

This could be subject to random review by APS at any time for accuracy.

I would hope that the Commission would deny APS any right to charge these unjustly high fees to customers who wish to avoid being bombarded in our homes by these EMF waves.

Thank you for your consideration,

Gwenellen Marie

343

Phone:

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/5/2011

Opinion No. 2011 - 101006

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 974-2300

Fax: (602) 974-2300

Priority: Respond Within Five Days

Opinion No. 2011 - 101044

Date: 12/6/2011

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

Complaint By: First: Lawrence W. Last: Stamper Jr.

Account Name: Lawrence W. Stamper Jr.

Home: (000) 000-0000

Street: 11111 N. 111th St.

Work:

City: Surprise

CBR:

State: AZ Zip 85

is: Cellular

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karla

Contact Phone: (602) 974-2300

Nature of Complaint:

*****OPINION OPPOSED REGARDING AAWC AGUA FRIA WATER DISTRICT*****

12/5/11 Email from Customer:

From: (602) 974-2300
Sent: Monday, December 05, 2011 9:38 AM
To: Utilities Div - Mailbox
Subject: against water rate increase

DATE: 12/05/11
NAME: Lawrence Stamper Jr.
ADDRESS: 11111 N. 111th St.
CITY, STATE, ZIP: Surprise, AZ 85379
CELL PHONE:
E-MAIL ADDRESS: lawrence.stamper@awac.com

DOCKET NUMBER: W-0130A-10-0448

COMMENTS: This increase would cause tremendous hardship on my family and I in Greer Ranch. We are against this increase.

Lawrence W. Stamper Jr. (602) 974-2300 5379
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion docketed. CLOSED
End of Comments

Date Completed: 12/6/2011

Opinion No. 2011 - 101044

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 974-2000

Fax: (602) 974-2000

Priority: Respond Within Five Days

Opinion No. 2011 - 101077

Date: 12/6/2011

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

Complaint By: First: **Walter E.** Last: **Kearns**

Account Name: Walter E. Kearns

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR: w: [redacted]

State: AZ Zip: 00000

is: E-Mail

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

Division: Water

Contact Name:

Contact Phone: [redacted]

Nature of Complaint:

*****OPINION OPPOSED - REGARDING AAWC AGUA FRIA WATER DISTRICT*****

12/5/11 Email Received:

From: Walt Kearns [mailto:v
Sent: Monday, December 05, 2011 3:43 PM
To: safabritz@azwater.gov
Cc: Pierce-Web; Stump-Web; Kennedy-Web; Newman-Web; Burns-Web
Subject: White Tanks Water Treatment Plant, AAC eDocket W-01303A-10-0448

Dear Director Sandra A. Fabritz-Whitney,

I have read your letter to the Director of the Arizona Corporate Commission Utilities Division, Mr. Steve Olea. I find it troubling.

You assert the construction and use of the White Tank's Water Treatment Plant by AAWC is consistent with recommendations addressing long-term water management from a variety of water planning forums that included extensive stakeholder participation. But the customers living in Agua Fria Water District were not part of the discussions.

I find it troubling because Arizona American was allowed to build the plant at location where it cannot receive CAP water for two months of the year due annual cleaning of the Beardsley Canal. When is does receive CAP water after cleaning of Canal, the water was occasionally not useable due to its turbidity.

It is troubling because fully one half of the customers paying for that plant are not connected to that plant. AAWC is supplying still getting groundwater – a condition the plant was to rectify. Two months out of the year all AAWC Agua Fria use groundwater. Perhaps not what ADWR expected, eh?

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UTILITY COMPLAINT FORM

What may have started out as a good idea has morphed into a cumulative series of decisions gone wrong due to inadequate planning. Original partners agreeing to support, fund and use the plant have pull out. What AAWC promised the Corporate Commission was a plant paid by for by hookup fees; yet even before the construction contract was let, AAWC's own data showed that could not be the case. So wedded was AAWC to the idea of a top of the line plant They went ahead and overbuilt the plant anyway hopping the ACC would make them whole. So wedded to it, they overlooked the inadequacies of its location, the lack of interconnecting facilities to get CAP water to it's customers and the inability to fully deliver the promises of CAP to the West Valley.

While the White Tank's Water Treatment Plant may ultimately achieve all that your department hoped for; it is incapable meeting those goals now and even in the far future without a myriad of changes. Changes that hugely impact the limited number of AAWC's Agua Fria customers and will continue to severely impact users for years to come as many of myriad issues embedded in building plant have yet to be addressed.

AAWC proposes almost 1000% markup between what it charges to deliver wholesale water to its competitors \$0.5103 per thousand gallons (k-gal)and its retail customers (\$4.9037 per k-gal). They also charge a similar amount for wastewater treatment, raising the costs of buying, using and recovery treatment for 1,000 gallons to well over \$10.00. There is no better to kill growth in the West Valley than to let AAWC make water so expensive.

Perhaps it is time for ADWR and the ACC take a more realistic look at its water policies that let some West Valley customers pay a fifth or a tenth the cost for water and wastewater treatment charged to Agua Fria.

Respectfully,

Walter E. Kearns
A Agua Fria Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED
End of Comments

Date Completed: 12/6/2011

Opinion No. 2011 - 101077
