

W-01303A-10-0448

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (42-

Fax: 02

Priority: Respond Within Five Days

Opinion No. 2011 - 101072

Date: 12/6/2011

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

Complaint By: First: Carl Last: Vivace

Account Name: Carl Vivace

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 AAWC AGUA FRIA WATER DISTRICT*****

12/5/11 Email Received:

Arizona Corporation Commission
DOCKETED

DEC - 8 2011

From: Carl Vivace [mailto:
Sent: Monday, December 05, 2011 11:44 AM
To: Utilities Div - Mailbox
Cc:
Subject: Fw: Water Increase public comment

DOCKETED BY

To whom it may concern,

I have attached my public comment sheet in PDF format to this form. Please see attachment.

Thank you,

Carl Vivace

Surprise, AZ

RECEIVED
2011 DEC - 8 P 12: 53
AZ CORP COMMISSION
DOCKET CONTROL

ATTACHED - Public Comment Form:
12-05-11
NAME: Carl Vivace
ADDRESS: ie
PHONE (HOME): €)4
CITY, STATE, ZIP: Surprise, AZ, 85388

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

CELL PHONE:

DOCKET YOU WSH TO COMMENT ON: AZ American Water increase

COMMENTS

:

I have two issues with this proposal. First! An 82.89o/o increase is criminal!! We all understand the price of doing business always leads to increases. Essentially an 83% increase is not the price of doing business, It is an exploitation of the customers.

Secondly! In this current economy this will only drive more people over the edge of not being able to keep the properties they own. This is not a luxury item we need water to survive in general. That will lead to more crime due to empty properties and more people needing assistance to survive.

These people need to get out of the board room and realize the decision they make at the table affect people's lives! Profits are great for any company but driving out the customers affect revenue.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/6/2011

Opinion No. 2011 - 101072

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 101074

Date: 12/6/2011

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

Complaint By: First: Susan Last: Caldwell

Account Name: Susan Caldwell

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

12/5/11 Email Received:

From: Suzy Caldwell [mailto:.....@.....n.]
Sent: Monday, December 05, 2011 11:48 AM
To: Utilities Div - Mailbox
Subject: Docket No. W-01303A-10-0448 Rate increase

I am very much against this rate increase and have filled out your form to file a complaint against Arizona American Water Company.

Please be considerate and not allow this company to make us pay an 83% rate increase or any increase for that matter. With the tough times that we are all having this is just craziness. I know that I cannot afford to pay there bill and if it is increased by that much the rental homes in this area will all be vacated and leave this area a bad place to be. Our homeowners association will also have to increase and it is already ridiculously high now.

I hope you will understand that this increase is just a very bad thing.

Thank you,

Susan Caldwell
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 - 101074

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/6/2011

Opinion No. 2011 - 101049

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (502

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Priority: Respond Within Five Days

Opinion No. 2011 - 101054

Date: 12/6/2011

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

Complaint By: First: Dale and Kathy Last: Christensen

Account Name: Dale and Kathy Christensen

Home:

Street:

Work:

City: Surprise

CBR: 801-244-8533

State: AZ Zip: 85388

is: Cellular

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

12/5/11 Email from Customer:

From: Dale Christensen [mailto:3] < >
Sent: Monday, December 05, 2011 10:53 AM
To: Utilities Div - Mailbox
Subject: Arizona American Water

Please find attached my form requesting a denial of the proposed water rate increase for Arizona American Water. This is so ridiculous that my wife and I find it hard to express our feelings on it. Suffice it to say that many of us who are on retired fixed incomes in Surprise, Arizona would be forced by this increase to attempt to sell out and find residence elsewhere. I hope that common sense prevails and we see this struck down.

Thank you,
Dale and Kathy Christensen

Surprise, Arizona 85388

ATTACHED - Comments:

12/5/2011

My wife and I live on a fixed retirement income, and to have our water bill increase by 82%, plus our HOA fees double would put a financial burden on us that may require us to sell our home and relocate where we can afford the water payments. I believe this is absolutely ridiculous to have anyone expect that type of increase in their revenues.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/6/2011

Opinion No. 2011 - 101054

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone

Fax: (6

Priority: Respond Within Five Days

Opinion No. 2011 - 101055

Date: 12/6/2011

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

Complaint By: First: AI Last: Knoblock

Account Name: AI Knoblock

Home: (000) 000-0000

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 AAWC AGUA FRIA WATER DISTRICT*****

12/5/11 Email from Customer:

From: AI Knoblock [mailto:
Sent: Monday, December 05, 2011 10:56 AM
To: Utilities Div - Mailbox
Subject: Water Increas

You are completely out of you mind with the rate increas in that amount
AI Knoblock

Surprise, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED
End of Comments

Date Completed: 12/6/2011

Opinion No. 2011 - 101055

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 254-2200

Fax: (602) 254-2200

Priority: Respond Within Five Days

Opinion No. 2011 - 101057

Date: 12/6/2011

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

Complaint By: First: **John** Last: **Little**

Account Name: John Little

Home: (602) 254-2200

Street:

Work:

City: Surprise

CBR: 9

State: AZ Zip:

is: Cellular

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

Division: Water

Contact Name: ns

Contact Phone: (602) 254-2200

Nature of Complaint:

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

12/5/11 Email from Customer:

From: John Little [mailto:jlittle@azwater.com]
Sent: Monday, December 05, 2011 10:57 AM
To: Utilities Div - Mailbox
Subject: Public Comments

ATTACHED

I think the rate increase requested is an unreasonable amount to place on the residents and other water users that are affected this case.

Arizona American Water Company has made a financial mistake by building a water treatment plant that is not needed at this time. I do not think it is fair to put that burden on the people of the water district.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/6/2011

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2011 - 101057

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

to a customer base which would dwindle if this water rise occurs.

I understand costs rise, but it should be done incrementally where people can adjust accordingly. However over an 80% increase is a shock could knock out some people off any revenue generating base forever resulting in no income for these people.

One must look at the big picture. A sudden increase may raise funds for a few months, but years later, the community would slowly diminish and nobody wins.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/6/2011

Opinion No. 2011 - 101058

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

quota. Such a bad move! Way to look out for yourselves.. So I guess when more homes short sale and foreclose you will jack the prices up even more????

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/6/2011

Opinion No. 2011 - 101071
