

W-01303A-10-0448

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Jenny Gomez

Phone: 2011 DEC 22 P 3:35

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION DOCKET CONTROL

Opinion No. 2011 101028

Date: 12/6/2011

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

First:

Last:

Complaint By: Robert

Ettenborough

Account Name: Robert Ettenborough

Home:

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85387

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

Docket No. W-01303A-10-0448

Arizona Corporation Commission

DOCKETED

DEC 22 2011

Attached is completed Public Comment Form for subject docket.

Thank you for your consideration.

DOCKETED BY [Signature]

Robert Ettenborough  
Resident of Surprise, AZ

1. The plant built by Arizona American Water was designed for future growth of the area. When the decline in the economy starting in 2007, Arizona American Water should have stopped construction on the plant or, at a minimum, redesigned the plans to accommodate revised growth projections.
2. There is no economical basis for an increase of 83%. Existing customers have water service and do not need the new plant. The new plant was built for new customers, not existing customers. The Arizona American Water should not be allowed to pass additional cost on to existing customers who are not using the water from the new plant.
3. American Water is a huge company with facilities in 30 states and 15 million customers. Obviously, there are capital and other fixed costs associated with the new plant. However, the new plant must be operating at well below its capacity, if it needs to operate at all. The capital and fixed costs associated with that excess capacity are corporate overhead costs since they are not directly related to the production and distribution of water. Take those costs over 15 million customers and no one will feel the increase.
4. For the last two years Arizona American Water has posted profits for its company and its stockholders. Arizona American Water should be held financially responsible for their bad business decision and not be allowed to profit by asking the community to bail them out.
5. Homeowners like myself who live in HOA's will not only pay more for their personal water use, but see an increase in their assessments or a cut back in services for the water used in landscape and recreational areas.
6. We all have had to cut back and make due with less in this economy. As a retiree on a fixed income, this

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has been particularly difficult. You just have to buckle down, sacrifice, and make ends meet. Arizona American Water should be no exception. Their Board and executives need to make the hard decisions to reduce costs and restructure their operations.

\*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 - 101028

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