

W. 01303A-10-0448

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2011 101285

Date: 12/13/2011

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

First:

Last:

Complaint By:

Terry

Nyman

Account Name:

Nyman Nyman

Home: (000) 000-0000

Street:

Work:

City:

Surprise

CBR:

State:

AZ Zip: 85374

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Arizona Corporation Commission

Contact Name:

DOCKETED

Contact Phone

Nature of Complaint:

DEC 28 2011

Docket No. W-01303A-10-0448

DOCKETED BY

ENTER YOUR COMMENTS HERE:

1. I urge the ACC Commissioners to reject the Company's rate request. Even if you determine that a significant increase is justified (hopefully more in line with RUCO's recommendation), it should be phased in over time. A significant increase at one time will create hardship for businesses and residents in our community who are struggling to make ends meet during these difficult economic times.

2. Please adopt a rate structure that rewards those who chose to reduce their water consumption--eg., by using native plants to reduce their irrigation needs. A strong incentive should be provided to encourage conservation of this valuable resource.

Thank you for the opportunity to comment.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 12/13/2011

Opinion No. 2011 - 101285

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
2011 DEC 28 P 12:16
RECEIVED

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

W. 01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone: Fa

Priority: Respond Within Five Days

Opinion No. 2011 101202 Date: 12/9/2011

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

Complaint By: First: Last:
Mr & Mrs. Joe F. Waddell

Account Name: Mr. & Mrs. Joe F. Waddell Home: (000) 000-0000

Street: ----- Work:

City: Surprise CBR

State: AZ Zip: 85387 is: E-Mail

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Contact Phone

Nature of Complaint:

Docket No. W-01303A-10-0448

We live in Surprise, are retired and on a fixed income. It is so sad that Arizona American Water Company can even propose such a horrendous rate hike to cover their mistake about passing on to the customers the cost of their new White Tank facility. They knew the economy was going south; they knew home building had stopped. Indeed, they knew people were losing their homes. They even tried to slide their decision by not disclosing Surprise as the city the rate increase would hit. Shame on them. Why should the customers be penalized with the increase by Arizona American Water Company's poor and shameful, deceitful decision. The proposed increase will affect every aspect of our daily lives; cooking, cleaning, maintenance for our yards, car washing (whether or not we clean them at home or go to a car washing facility); our schools, businesses, city facilities - you name it. We will be homebound. We need the commission to help us stop this outrage. We are praying that the outrageous rate increase will be shot down. We are concerned and frustrated, and asking for your help in this matter. Thank you.

Mr. & Mrs. Joe F. Waddell

Surprise, AZ 85387

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

12/09
Emailed to Phoenix for docketing.
FILE CLOSED.
End of Comments

Date Completed: 12/9/2011

Opinion No. 2011 - 101202

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 101053

Date: 12/6/2011

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

First:

Last:

Complaint By: **Richard G.**

Morrissett

Account Name: Richard G. Morrissett

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
Reference: Oppose Rate Increase

Arizona American Water company request for an 82% increase in water rates must be denied

To Who it may Concern,

The attached Arizona complaint form has been filled out according to instructions, and we strongly request that the request by Arizona American Water to increase the water rates of Surprise, AZ homes and business by 82% be rejected.

Regards,

Richard and Judith Morrissett

14950 W. Mountain View Blvd., unit 6312, Surprise, AZ 85374

This request to increase our water bills is without any merit. The fact that a business (Arizona American Water) unilaterally went ahead and built a water process station was their business decision. They made an error based on their assumption that homes would continue to be built in the northwest Phoenix valley, and it didn't work out for them. This happens all the time in business, and it must be the business, who took the risk must also pay the consequences if it doesn't work out. Everyone of the citizens in the USA are suffering due to crazy political decisions, but we can no longer be asked to pay for these complete failures of business and our government. More to the point, we can't afford to pay anymore for anything. This request by the utility company must be rejected - period.

Respectively

Richard and Judith Morrissett

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 - 101053

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2011 101027

Date: 12/6/2011

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

Complaint By: First: Peter P. Last: Patterson

Account Name: Peter P. Patterson

Home:

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85387

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

Docket No. W-01303A-10-0448
Reference: Opposed

As A Sun City Grand homeowner, I am strongly opposed to the proposed rate increase.

Please see attached comment form (PDF).

Peter P Patterson. MD MBA

I am strongly opposed to the proposed outrageous increase of 83%.
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 - 101027

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (000) 000-0000

Fax: (000) 000-0000

Priority: Respond Within Five Days

Opinion No. 2011 101269

Date: 12/13/2011

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

Complaint By: First: **Larry** Last: **Bolls**

Account Name: Larry Bolls

Home: (000) 000-0000

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is:

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

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-01303A-10-0448

We are homeowners in the Agua-Fria Water District and we are emphatically opposed to the rate increases proposed by Arizona-American Water Company and we request you cast your vote in opposition of their proposal.

The Arizona-American Water Company is a subsidiary of the American Water Company which is the largest publically traded water and wastewater utility company in the United States. As such, they are in business to make a profit for their stock holders through sound business decisions. This request for increased fees/rates in the Agua-Fria Water District is primarily to reimburse the Arizona-American Water Company for a bad business decision made by that company and not for increased or improved services to the District nor for valid increased costs to provide required services. Therefore, their customers in the District should not be required to cover the cost of the bad business decision. Neither should the company be permitted to degrade any services provided to the District as a result of the disapproval of their request for increased fees/rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 12/13/2011

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2011 - 101269

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

Fax: (000) 000-0000

Priority: Respond Within Five Days

Inquiry No. 2011 101276

Date: 12/13/2011

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

Complaint By: First: **Brenda** Last: **Williams**

Account Name: Brenda Williams

Home: (000) 000-0000

Street: 1000 W. Williams

Work:

City: Surprise

CBF: 1000000000

State: AZ Zip: 85374

is: Cellular

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

Division: Water

Contact Name: 1000000000

Contact Phone: (000) 000-0000

Nature of Complaint:

Docket Number W-01303A-10-0448

I feel that AZ American Water's proposed 83% rate increase is most unfair and unreasonable. It appears to me 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. Throughout my entire life in various locations in all corners of this country and Canada, 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, especially when "they" (American Water) brought their debt on themselves by going ahead with projects that were not needed and they had been advised of this. Why should the public have to pay for their mistakes. 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.*

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 12/13/2011

Inquiry No. 2011 - 101276

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 101056

Date: 12/6/2011

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

First:

Last:

Complaint By: Chuck & Nan Ramsey

Account Name: Chuck & Nan Ramsey

Home:

Street:

Work: (7

City: Aurora

CBR: (

State: CO Zip: 80016

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

The proposed increase would be extremely damaging to many Surprise homeowners. Many of them are Senior Citizens on fixed incomes. Also, I don't believe we should have to bail out this utility for bad decisions they have made.

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 - 101056

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 101063

Date: 12/6/2011

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

Complaint By: First: Jeffrey & Barbara Last: Darling

Account Name: Jeffrey & Barbara Darling

Home: 678

Street:

Work:

City: Surprise

CBR: 100 percent

State: AZ Zip: 85387

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: 602-515-2100

Nature of Complaint:

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

We moved to a retirement community because we are retired and on a fixed income. This kind of increase will put a major burden on many who live in this community.

It is our understanding that a water plant was built in the area by the White Tank Mountains in anticipation that there would be more consumers in that area when it was built up. The recession happened and many businesses overbuilt or didn't anticipate the change and have to suffer the consequences. You want to now pass this expense on to us because you did not plan properly. This is unfair and should not be tolerated. We have no choice of who to get water from. I hope whomever votes on this will do the right thing for a change.

Jeffrey and Barbara Darling.
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 - 101063
