

**ORIGINAL**

**SW-02199A-11-0330**  
**W-02199A-11-0329**  
**Pima Utility Company**



0000135196

**Antonio Gill**

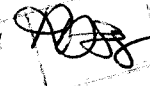
**From:** mary anne flavin [ricawolf2@yahoo.com]  
**Sent:** Thursday, March 15, 2012 7:12 AM  
**To:** Pierce-Web  
**Subject:** Water Rate Increase

The proposed water rate increase of 94.4% is outrageous. Please use everything at your disposal to prevent it.

*John and Mary Anne Flavin*  
9615 E. Bud Ct.  
Sun Lakes, Az. 85248

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2012 MAR 15 PM 1:10

Arizona Corporation Commission  
**DOCKETED**  
MAR 15 2012

DOCKETED BY 

Antonio Gill

From: gill@wbhsi.net  
Sent: Wednesday, March 14, 2012 3:09 PM  
To: Pierce-Web  
Subject: Pima Utility Proposed Water Rate Increase

Hi There,

I am concerned with the almost 100% increase in the water rate. Please consider most of us are living on fixed income when you make your decision.

Are there any solid reasons for such an increase?

Is the high rate a ploy to have you approve any rate increase?

Thanks for your help,

Jerry Weinert, Sun Lakes Resident

Antonio Gill

From: Don Petrone [petrone.don@gmail.com]  
Sent: Wednesday, March 14, 2012 5:06 PM  
To: Pierce-Web  
Subject: Fwd: FW: SL-360 Special Notice - PIMA UTILITY PROPOSED WATER RATE INCREASE

Gary:

This is not a rate increase, it's doubling the price.

I can understand annual incremental increases, but I think this is outrageous.

I moved to Sun Lakes for easier living and to enjoy life.

Instead, I may have to find a job to pay for "out of control" expenses.

Don  
480-968-1200

On Wed, Mar 14, 2012 at 11:20 AM, Chris and Jo Ann <jacig@live.com> wrote:

From: Neal Peer [mailto:nealpeer@aol.com]  
Sent: Wednesday, March 14, 2012 9:28 AM  
Subject: SL-360 Special Notice - PIMA UTILITY PROPOSED WATER RATE INCREASE

### PIMA UTILITY PROPOSED WATER RATE INCREASE

The Pima Utility Company has filed a request with the Arizona Corporation Commission to increase the water rates for their customers.

Customers of Pima Utility Company who are concerned over the proposed increase may file a letter (or send an e-mail) of concern with the Arizona Corporation Commission. All 5 Commissioners are listed below with their phone numbers and e-mail address. All Commissioners have the same mailing addresses:

Arizona Corporation Commission  
Commissioners Wing  
1200 W. Washington - 2nd Floor

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Phoenix, AZ 85007

In your communication you should identify yourself by name and address and indicate that you are a customer of the Pima Utility Company. State your reasons objecting to the proposed increase. Communications are received and filed and certainly become a consideration when the Commission meets and acts upon Pima's request.

Commissioner names, phone numbers and e-mail addresses:

Paul Newman 602-542-3682 Newman-web@azcc.gov

Brenda Burns 602-542-0745 Burns-web@azcc.gov

Gary Pierce 602-542-3933 Pierce-web@azcc.gov

Sandra Kennedy 602-542-3625 Kennedy-web@azcc.gov

Stump 602-542-3935 Stump-web@azcc.gov

The HOA can speak for the association but action on the part of each resident of Sun Lakes County Club / HOA#1 is more important. An individual action, group input - whatever you wish is up to you. We urge your involvement.

### PIMA UTILITY PROPOSED RATE INCREASE

#### Irrigation:

Sun Lakes Country Club / HOA#1 Golf Course and Common areas water cost for 2011 was \$103,605 (\$48.44 per unit/lot).

Under the proposed rate this will become \$201,454 (\$94.18 per unit/lot).

This is an annual increase of \$97,949 (\$45.74 per unit/lot).

Calculations based upon 2,139 units.

Old Rate - \$.36 / 1000 gallons.

Proposed rate \$.70 / 1000 gallons (94.44% increase)

2

Antonio Gill

From: Kathy Kuglitsch [kugsaz@wbhsi.net]  
Sent: Wednesday, March 14, 2012 3:32 PM  
To: Pierce-Web  
Subject: Pima Utilities Rate Increase

Dear Commissioner Gary Pierce

Thank you for the chance to express our concern regarding the Pima Utility Companies request for an increase in irrigation and water rates that would affect the Cottonwood/Palo Verde communities of Sun Lakes.

The increased rates would put an added financial burden on our homeowners, most who are retirees on limited fixed incomes. Many have already found it necessary to tighten their belts in the face of a worsening economy and rising prices for everyday necessities.

Our Cottonwood/Palo Verde Homeowners Association would also face a large increase in the cost of water used for our golf courses, common areas and facilities. These costs would then have to be passed along to each household in the Association as increased fees and dues.

Please carefully review this rate increase by Pima Utilities, which we consider to be excessive.

Sincerely,  
Kathleen Kuglitsch  
26033 S. Saddletree Dr  
Sun Lakes, AZ 85248  
ktkugsaz@wbhsi.net

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**Antonio Gill**

From: PADDY NEWTON [pnewton@shaw.ca]  
Sent: Friday, March 09, 2012 11:04 AM  
To: Newman-Web; Burns-Web; Slump-Web; Pierce-Web; Kennedy-Web  
Subject: Proposed increases by Pima

Dear Commissioner:

I am a resident of Sun Lakes, AZ and thus a customer of Pima Utilities. The company is proposing rate increases for water and sewer and though an increase may be in order this proposal is mis-leading and would result in a much greater impact than their informational materials suggest. On careful review of the proposed changes to Pima billing; ie. meter charge beginning with the first gallon used, the increase in water alone for 5,000 gallons/month is increased 33.9%. Add the 22.2% increase in the sewer rate. That doesn't begin to consider the impact of a 94.4% proposed increase in rates for irrigation for our common areas and golf courses. Those increased expenditures must be paid for by all homeowners as well. Please carefully consider these facts before granting any rate increases.

Sincerely,

Patricia Newton

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**Antonio Gill**

From: Sharon Flores [sflores@hotmail.com]  
Sent: Thursday, March 08, 2012 8:02 PM  
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Slump-Web  
Subject: Price Increase

I am a Pima Utility customer and have concerns over the proposed price increase for water. I am a widow on a fixed income and it seems like the cost of everything is increasing. I do understand it takes money to operate a water treatment plant and provide water to the Sun Lakes community, however, if my calculations are correct then the proposed increase is 94%. I am basing my calculations on the old rate at 36 cents /1000 gallons and the proposed rate at 70 cents /1000 gallons. If these numbers are incorrect please let me know. I do appreciate you taking the time to read this email and listen to my concerns.

Sharon Flores  
9239 E. Fairway Blvd.  
Sun Lakes, AZ 85248

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**Antonio Gill**

From: Judy Weeks [judyweeks@hotmail.com]  
Sent: Friday, March 09, 2012 11:35 AM  
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Slump-Web  
Subject: Re: Pima Utility Increase

My husband and I are Sun Lakes residents and have Pima utilities. We sincerely hope you reconsider the rate increase that is being proposed. The information being presented is confusing and the initial understanding that we have is that it will severely impact our monthly bill. Look at the impact this will have on this community and the surrounding area before making a final decision.

Judy and Larry Weeks  
9707 E. Sherwood Way  
Sun Lakes, AZ

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**Antonio Gill**

From: Eileen Ellicott [arellicott@wbhsi.net]  
Sent: Thursday, March 08, 2012 5:07 PM  
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Slump-Web  
Subject: Pima Utilities proposed rate increase

Dear Commissioner:

It has come to my attention that Pima Utility has filed a request with the Arizona Corporation Commission to increase water and sewer rates for their customers.

I am a retiree, living on a fixed income and I reside in the Sun Lakes Community. This increase will have a severe impact on the residents of this community for not only will their water bills increase for residential use but the irrigation water used on common areas will increase significantly. Ultimately that will result in an increase in our Homeowners dues. Many elderly residents cannot afford those escalating costs.

Please take the concerns and objections of the thousands of retired citizens who are customers of Pima Utility when you are in the process of considering whether to grant their request for such a significant increase.

Thank you,  
Eileen R Ellicott  
10541 E. Navajo Place  
Sun Lakes, AZ 85248

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Antonio Gill

From: Bob CLAUDE [claudeb@msn.com]  
Sent: Thursday, March 08, 2012 3:53 PM  
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
Subject: Pima Rate Increase

Commissioner,  
We have received notice that Pima Utility has filed a request with the Arizona Corporation Commission to increase the water and wastewater (aka sewer) rate for their customers. Every household will see an increase but the biggest impact for all of us will be felt through the proposed 94.9% increase in the watering of our common areas and the irrigation of the golf courses in our retirement community. Last year our HOA paid Pima \$171,560 for the watering of these areas. If this proposed increase goes into effect, it will cost our HOA \$327,680 for watering these same areas. As I stated we are a retirement community on fixed incomes. We all realize that a MODEST increase must be made periodically, but this rate increase is not acceptable. This increase will raise our homeowner dues as well as our golf annuals and green fees. This will have a negative impact on our HOA as well as all homeowners in Sun Lakes. As I stated, we are retired and all have felt the downturn of our economy and investments these past years. This is not a time to lay more financial burden on this community. I ask that you, as our commissioner, would meet with Pima and relate the need to deny this rate increase.  
Thank you for your attention in this matter.  
Robert and Sharon Claude  
10909 E. Twilight Drive  
Sun Lakes, Arizona  
480-802-5929

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I am a Pima Utility Company customer residing at 25609 S. Nottingham Dr. in Sun Lakes (Cottonwood Palo Verde). I have been a resident for nine years. The PUC information provided to their customers is misleading. Because the water fee no longer includes the first 1000 gallons, the proposed rate increase is over ninety percent.

My entire professional career was spent in the consulting engineering and architectural industry. One of my departments was a water/wastewater discipline. We did numerous system studies, water system designs, and rate increases. Should we have proposed rate increases to our customers, cities and counties, of this magnitude, they would have been more than extremely unhappy. The question would be, how could this happen? If the Pima Utility was well managed, rate increases would have occurred over a period of years. They should not be allowed to increase the rates as proposed because of their ineptness. As in any active adult community many residents are on tight budgets.

I ask you to deny this request.

Antonio Gill

From: Mike Garver [mgarver@sunlakes2.com]  
Sent: Thursday, March 08, 2012 1:58 PM  
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
Subject: Pima Utility Company

Dear Commissioners,

As the Controller for Sun Lakes Homeowners Association #2, I deal with homeowner financial issues on a daily basis. I hear time and again about being on fixed incomes and the effect on the owners for raising menu prices or association dues or golf fees.

Now Pima Utilities is about to slap them in the face with not only a residential increase but requesting a 91% increase in irrigation water used for our golf courses and common areas. This increase will necessitate an association dues increase to cover this enormous increase. This requested increase will amount to about \$162,021 annual expense to the HOA. This will cost each homeowner another \$42.54 per year in their dues. Along with the residential increase, the annual increase to each homeowner will amount to \$150 a year more. I have owners who complained because of a \$28 dues increase. Now, if this increase is granted their level of intolerance will increase even further.

It is bad enough that Pima Utility is requesting such an outrageous amount of increase in irrigation water, but the irrigation water supplied has what is termed as containing critically high levels of sodium and chloride which requires much more work than necessary to leach the water away from the top so that it does not burn the fairways. I just find this to be a very irresponsible approach to mask gross mismanagement.

Michael A. Garver  
Controller  
Cottonwood Palo Verde at Sun Lakes  
p 480-895-3550  
f 480-895-3802  
[mgarver@sunlakes2.com](mailto:mgarver@sunlakes2.com)

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Antonio Gill

From: Clare Burns [cruisingclare@cox.net]  
Sent: Tuesday, December 06, 2011 5:16 PM  
To: Newman-Web; burns-wa@azcc.gov; Pierce-Web; Stump-Web; Kennedy-Web  
Cc: [cruisingclare@cox.net](mailto:cruisingclare@cox.net)  
Subject: rate hike

Hello Commissioners,

My name is Clare Burns and I have lived in Surprise with my husband Tom for six years. Writing letters like this is not something I ordinarily do, but I am compelled to write now. I am so opposed to this unbelievable and outrageous 83% rate hike in our water bill. I realize with the economy the way it is and the foreclosures of homes and HOA fees going up, there may be a need to raise rates to compensate for these unfortunate events, however, 83%? It is simply outrageous! This will have such a negative impact on our city. I can picture people moving out of the area, businesses will look elsewhere and I bet some won't pay their bill! If a rate hike is needed, let's make it commensurate with income and fairness. I also need to mention, I am a faithful voter in Surprise! I thank you for your attention in this matter.

Sincerely,

M. Burns

Clare

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Antonio Gill

From: NORM ELBERY Owner [pandn@q.com]  
Sent: Wednesday, March 07, 2012 2:15 PM  
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
Subject: water rates

Dear Sirs

I'm writing to you in hopes that you will give serious thought to the tax hike. Most of us that live in Sun Lakes are on a fixed income. We cannot afford a big hike like this. I'm sure you have noticed the price of gas, tried not to kick us when we were down. We live in a golf community our grey water will almost triple so i hope you can see things from our side

THANK YOU

NORM AND PAULA ELBERY  
25417 S GLENBURN DR  
SUN LAKES AZ 85248

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Antonio Gill

From: Ed Frees [ed.frees@gmail.com]  
Sent: Tuesday, March 06, 2012 9:47 AM  
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
Subject: Proposed Pima Utility Rate Increase

Dear Mr Newman, Ms. Burns, Mr. Pierce, Ms. Kennedy, and Mr. Stump,

I am a resident of Sun Lakes and as such, a Pima Utility customer. I would like to address my concerns regarding the proposed rate increase for residential and irrigation water and sewage services. In my case the residential water charges would increase over 40% while the sewage rates would increase 22% like everyone else. My share of the community irrigation water increase would be 94% or \$42.54 per year. If you compare these increases to the recent inflation rates, you will see that these rates are quite excessive.

As you know, Sun Lakes is a retirement community and therefore most of its residents are on fixed incomes. It has been a long time, if ever, since any of us have received 22-94% increases in earnings or even net worth. I find it hard to believe that Pima can justify such increases in a single year.

I have heard rumors that Pima has not raised their rates in many years. Even if that is the case, I don't believe that bad management is an appropriate reason for such a sudden increase in rates. If increases in rates can be justified, it would be more equitable to have small increases spread over a longer period.

I hope you take these considerations into account when making your decision on the proposed reate increase.

Sincerely,

Edward Frees  
10321 E Silvertree Ct  
Sun Lakes, AZ 85248

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Antonio Gill

From: Don and Jana [dandj@c.com]  
Sent: Tuesday, March 06, 2012 11:21 AM  
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
Subject: Pima Utility Rate Increase

To: Arizona Corporation Commission  
Commissioners Wings  
1200 W. Washington 2nd Floor  
Phoenix, AZ - 85007

Attention:  
Paul Newman - Newman-web@azcc.gov  
Brenda Burns - Burns-web@azcc.gov  
Gary Pierce - Pierce-web@azcc.gov  
Sandra Kennedy - Kennedy-web@azcc.gov  
Bob Stump - Stump-web@azcc.gov

The persons listed below are residents of Sun Lakes Home Owners Association #2 and are serviced by Pima Utility Company for water, sewer, and irrigation water for the golf courses and green belts.

Recently we were notified by Pima Utility Company that they were applying to the Arizona Corporation Commission for a 29.2 % increase for water and a 22.2 % increase for sewer. We believe these rates to be excessive.

Furthermore, investigation into this increase lead us to believe that the percentage increase is significantly higher, as much as 33 to 45 % for water, depending on usage; 22 % for sewer and 94 % for irrigation water for golf courses and green belts. The irrigation cost is directly applied to the individual homeowner's assessment.

We believe that a raise in fees may be required, but should be reasonable and not an attempt to make up all at once for not raising fees in the past and / or to help offset costs for considerable repairs to the water system required due to failure of material.

Sincerely

Donald and Johanna Taisey, 11119 E. Watford Ct., Sun Lakes, AZ, 85248  
Wayne and Hanne Mangold, 11115 E. Watford Ct., Sun Lakes, AZ, 85248  
Betty Wylie, 10546 E. Michigan Ave., Sun Lakes, AZ, 85248  
Marjorie Lamp, 10945 E. Sunnydale Dr., Sun Lakes, AZ, 85248  
Susan Johnson, 11127 E. Elmhurst Dr., Sun Lakes, AZ, 85248  
Jack Stevens, 11010 E. Sunnydale Dr., Sun Lakes, AZ, 85248  
Daniel and Patti Prinz, 11124 E. Watford Ct., Sun Lakes, AZ, 85248  
Ron and Jan Pickering, 11127 E. Watford Ct., Sun Lakes, AZ, 85248  
Frank Pezzorello, 11116 E. Watford Ct., Sun Lakes, AZ, 85248  
Dolores L. Loffin, 11123 E. Watford Ct., Sun Lakes, AZ, 85248  
Dale and Marcia Ludlum, 11135 E. Watford Ct., Sun Lakes, AZ, 85248

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Antonio Gill

From: ELROY KELZENBERG [eskeltz@msn.com]  
Sent: Tuesday, March 06, 2012 8:58 AM  
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
Subject: Pima Utility proposed water & sewer rate increase

Dear sirs:

I am a resident of Sun Lakes. I have been advised of the proposed rate increases requested by Pima Utility, and I urgently request that you reject their request as exorbitant and far too great a burden on the residents of the area. In particular the enormous increase proposed for irrigation water would impact residents doubly hard.

I have no doubt that some increase in rates may be warranted and am not adverse to moderate increases. But the proposed rates are far beyond moderate.

Thank you for your consideration.

Elroy Kelzenberg  
10922 E. Sunnydale Dr.  
Sun Lakes, AZ 85248

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Antonio Gill

From: Ron Chase [rchase@wbhsi.net]  
Sent: Monday, March 05, 2012 6:47 PM  
To: Newman-Web; Stump-Web; Pierce-Web; Kennedy-Web; Burns-Web  
Subject: Pima Utility Rate Increase

I am a customer of the Pima Utility Company and am voicing a major concern over their proposed rate increase for water and wastewater. Most of the people who reside in Sun Lakes are retired and on a fixed income and this is an outrageous increase. The overall economy is still in flux and doesn't look like it will turn around in the near future very fast. I would appreciate for you to review this proposal carefully and make a reasonable rate decision that is fair to everybody. Thank you.

Ron Chase  
10839 E. Chestnut Drive  
Sun Lakes, Az 85248

March 6, 2012

Arizona Corporation Commission  
Commissioners Wing  
1200 W. Washington St. #2  
Phoenix, AZ 85007-2927




Commissioner Gary Pierce,

I am a customer of Pima Utility Company and am concerned with the proposed excessive rate increase they are asking for. I have no problem with a normal 5 or 6 percent rate increase.

My Wife and I have lived in Sun Lakes for over 28 years and have never seen a request for a raise in rates like this request. I have not had a raise in my Bell System - (Alcatel - Lucent) pension check since 1999, and we just went two years without an increase in our Social Security checks. We are not hurting financially, but I think this request is very ridiculous, and should be pared down to a reasonable rate increase.

A 33% increase in home water rates and a 22% increase in sewer rates, why? A 94% increase in Common Areas water, which eventually would be passed on to the home owners with an increase in Home Owner Dues. Come On, be reasonable.

  
George L. Heminger  
25419 S. Truro Drive  
Sun Lakes, AZ 85248-6603

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March 8, 2012

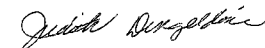
Gary Pierce  
Arizona Corporate Commission  
Commissioner's Way  
1200 W. Washington - 2<sup>nd</sup> Floor  
Phoenix, AZ 85007

Commissioner Pierce:

We have received notice that Pima Utility has filed a request with the Arizona Corporation Commission to increase the water and wastewater (aka sewer) rate for their customers. Every household will see an increase, but the biggest impact for all of us will be felt through the proposed 94.9% increase in the watering of our common areas and the irrigation of the golf courses in our retirement community. Last year our HOA paid Pima \$171,560 for the watering of these areas. If this proposed increase goes into effect, it will cost our HOA \$327,680 for watering these same areas. We are on fixed incomes and in a retirement community. We all realize that a *Modest* increase must be made periodically, but this rate increase is **not** acceptable. This increase will raise our Homeowner dues, as well as all homeowners in Sun Lakes. We are retired and all have felt the downturn of our economy and investments these past years. This is not a time to lay more financial burden on this Community. We ask that you, as our Commissioner, would meet with Pima Utility Company and relate the need to **deny** this rate increase.

Thank you for your immediate attention in this matter.

Customers of the Pima Utility Company,

  
Joseph and Judith Dingeldine  
10701 East Michigan Avenue  
Sun Lakes, AZ 85248-8819

March 8, 2012

Commissioner Gary Pierce  
Arizona Corporation Commission  
Commissioners Wing  
1200 W. Washington - 2<sup>nd</sup> Floor  
Phoenix, AZ 85007

Dear Commissioner Pierce,

My wife and I are retired here in Sun lakes and have recently been informed that the Pima Utility Company has filed a request with your offices to raise the water and sewer rates for both the residents of this community and also for the Home Owners Association.

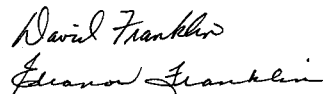
We respectfully request that the Commission consider this request in light of the age of our residents and that many of us are on fixed incomes. Both my wife and I are 71 years old and one of the remaining pleasures we have is playing some golf and enjoying our home. The requested rate increases will severely curtail our ability to afford our golf and our ability to meet our other utility expenses.

Under the proposed rate increase, the common area irrigation and residential water costs will increase 94.5% per lot unit (from \$45.04/lot to \$87.58/lot). This appears to be excessive.

The residential sewer rate is expected to increase 22.3%. While we can understand that costs continue to increase, it must also be understood that the US Economy has not and neither has our income to pay for these proposed increases.

Pima Utility Company justifies these increases with the argument that rates have not increased for 19 years. All I can say about this is, they have picked a very poor time to admit that they should have been more diligent to seeking a just compensation for their services when there were more funds available than now.

Sincerely,

  
David and Eleanor Franklin  
25628 S. Buttonwood Dr.  
Sun Lakes, AZ 85248  
480-895-5572

March 9, 2012

Corporation Commissioner  
Commissioners Wing  
1200 West Washington St, Second Floor  
Phoenix, AZ 85007

Dear Commissioner:

I am a resident of Sun Lakes, AZ and thus a customer of Pima Utilities. The company is proposing rate increases for water and sewer and though an increase may be in order this proposal is miss-leading and would result in a much greater impact than their informational materials suggest. On careful review of the proposed changes to Pima billing, ie. meter charge beginning with the first gallon used, the increase in water alone for 5,000 gallons/month is increased 33.9%. Add the 22.2% increase in the sewer rate. That doesn't begin to consider the impact of a 94.4% proposed increase in rates for irrigation for our common areas and golf courses. Those increased expenditures must be paid for by all homeowners as well. Please carefully consider these facts before granting any rate increases.

Sincerely,



Ivan R. Shaw

10549 E. Elmhurst Drive, Sun lakes, AZ 85248



Antonio Gill

From: Gloria Combs (gcombs@wbhsi.net)  
Sent: Saturday, March 10, 2012 8:58 PM  
To: Newman-Web; Pierce-Web  
Cc: Burns-Web; Kennedy-Web; Stump-Web  
Subject: Pima Water Utility Rate Increase

Dear Commissioner:

I am a resident of Sun Lakes, AZ and thus a customer of Pima Utilities. Pima Utility is proposing rate increases for water and sewer. Though a rate increase may be in order, the proposal they presented is misleading and would result in a much greater impact to our homeowners than their informational materials suggest.

On careful review of the proposed changes to Pima billing, the meter charge for the first 5,000 gallons per month is increased 33.9%. Then on top of that they have proposed a 22.2% increase in the sewer rate. This doesn't begin to consider the impact of a 94.4% proposed increase in rates for irrigation for our common areas and golf courses which must be paid for by all homeowners as well.

Please carefully consider these facts before granting any rate increases.

Sincerely,

Gloria Combs  
9637 E Navajo Place  
Sun Lakes, AZ 85248

480-863-0837

gcombs@wbhsi.net

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Antonio Gill

From: ALEXANDER MEEK Owner (a.meek@a.com)  
Sent: Friday, March 09, 2012 4:53 PM  
To: Newman-Web  
Cc: Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
Subject: Pima Utility Water Rate Increase

I am Rev Alexander Meek, Jr, a resident at 26231 S Lakeside Dr, Sun Lakes, AZ 85248, and a customer of Pima Utility Co for the past 27 years.

I write to express my concern about their request for a rate increase which would nearly double the cost of water to Sun Lakes HOA #1, and to their residential customers.

I do not object to a reasonable rate increase. One can expect costs to increase with the passage of time, but 47% at one time seems excessive.

As a retired minister I cannot expect a sharp increase in my limited income, so I hope the Commissioners keep in mind the circumstances of Pima Utility customers in your consideration of the request. The residents will be faced with living with both the rate paid by the Homeowner's Assoc. and the individual residents bills, so, in effect, being billed twice for water.

Thank you for your consideration.

Respectfully,  
Rev. Alexander Meek, Jr.  
26231 S Lakeside Dr  
Sun Lakes, AZ 85248  
480-895-8540

Antonio Gill

From: Roioeaz@aol.com  
Sent: Friday, March 09, 2012 5:31 PM  
To: Burns-Web; Pierce-Web; Kennedy-Web  
Subject: Fwd: Pima Utility Proposed Rate Increase

From: Roioeaz@aol.com  
To: Newman-web@azcc.gov  
Sent: 3/9/2012 5:28:09 P.M. Mountain Standard Time  
Subj: Pima Utility Proposed Rate Increase

Commissioners:

Be advise that as a resident of SUN Lakes for 23 years, My wife and I are **OPPOSED** to any increase for PIMA Utilities.

Mr. & Mrs Joseph Pantano  
26045 S. Hollygreen Dr  
Sun Lakes, AZ 85248

Enough is enough--with the economy in shambles and we are on fixed incomes, we respectfully request that you deny any further increases at this time.

Thank You.

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Antonio Gill

From: F J FELTMAN JR [francis\_feltman@msn.com]
Sent: Friday, March 09, 2012 6:27 PM
To: Pierce-Web
Subject: proposed rate increase

Mr. Commissioner,

I live in HOA #1 Unite 5 Lot 098 or Maricopa Parcel/Acct # 303 64 355 6.
I am not against a rate Increase, but I am opposed to the 94.44% increase you are trying to do at this time.
I am AGAINST such a measure, and would suggest a rate increase similar to the rate of inflation that most of us
received on our Social Security checks for the FY2012. Please remember, we didn't have increases in previous
years.

Respectfully submitted,

Francis J. Feltman Jr.
francis\_feltman@msn.com

Antonio Gill

From: Katherine Reis [katherine\_reis221@msn.com]
Sent: Saturday, March 10, 2012 11:29 AM
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web

ATTENTION Pima Commissioners!!!!!!!

Your water increases and sewer rates are a threat to All Owners IN Sun Lakes

You give no reason for the increase of 35% for water and 22.26 for sewer.
Most people in Sun Lakes are living on a set income. This increase will take a toll
on there lives, you will see many homes for sale because of this.

Katherine T Reis
10606 E. Elmhurst
Sun Lakes,AZ 85248

Antonio Gill

From: duane papke [dandkpapke@hotmail.com]
Sent: Saturday, March 10, 2012 10:30 AM
To: Pierce-Web
Subject: FW: PIMA Utilities Proposes

Dear Mr. Pierce

My name is Duane E. Papke, and I reside at 25823 South Greencastle Drive Sun Lakes, AZ 85248 and am a customer of
the Pima Utility Company. My wife and I are relatively recent retirees and reside at the afore mentioned address. Since
we are on a limited fixed income, we are apposed to the Increase Pima Utility Company has proposed. Everything seems
to be going up except interest rates of our retirement fixed income. With limited resources, this proposed rate amount is
way too much. Would appreciate you taking a hard look at the amount proposed and take our concern into consideration
in this matter.

Respectfully,

Duane E. Papke

Antonio Gill

From: Joan Hiller [jonib456@msn.com]
Sent: Saturday, March 10, 2012 1:18 PM
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web
Subject: Pima Utility proposed increase

Dear Commissioner:

I am a resident of Sun Lakes, AZ and thus a customer of Pima Utilities. The company is proposing rate increases for
water and sewer and though an increase may be in order, this proposal is mis-leading and would result in a much greater
impact than their informational materials suggest. On careful review of the proposed changes to Pima billing, ie. meter
charge beginning with the first gallon used, the increase in water alone for 5,000 gallons/month is increased 33.9%. Add
the 22.2% increase in the sewer rate. That doesn't begin to consider the impact of a 94.4% proposed increase in rates
for irrigation for our common areas and golf courses. Those increased expenditures must be paid for by all homeowners
as well. Please carefully consider these facts before granting any rate increases.

Sincerely,

Joan Hiller



**Antonio Gill**

From: TCLCA@aol.com  
 Sent: Monday, March 12, 2012 8:17 AM  
 To: Newman-Web  
 Cc: tclca@aol.com; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web  
 Subject: Pima Utility Customer

Dear Commissioners,

I am a customer of Pima Utility, I am very concerned about the recently requested rate increase. This increase seems to be out of line and, at a minimum, needs to be justified in detail. Is there a more reasonable increase that meets with current inflation? If inflation is 2% that should be enough of an increase. I am not receiving more than a cost of living raise this year. Please help our economy and cause this Utility to conform to current market conditions.

Thank you,

Louis C Alton  
 10819 E Twilight Dr  
 Sun Lakes, AZ 85248

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**Antonio Gill**

From: JuneBill321@aol.com  
 Sent: Sunday, March 11, 2012 10:53 PM  
 To: Pierce-Web  
 Subject: (no subject)

Hello Mr Pierce we are advised Pima Utility are requesting a heavy rate increase as residents of Sun Lakes this will create hardship which is unjustified, would you please intercede on our behalf and ensure this increase is brought into line. Thank you William & June Hull

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**Antonio Gill**

From: Marilyn Conner [auntearizona@gmail.com]  
 Sent: Sunday, March 11, 2012 9:53 AM  
 To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-@azccc.gov  
 Subject: WATER RATE INCREASE

I live at 25425 S. Truro Drive, Sun Lakes, AZ. 85248. I read about the proposed increase to our water rates, and

thought, oh, another bill going up.. Now my income is decreasing, and soon I will be on Social Security, which is

increasing it's taxes on my income, payment. I will be barely making ends meet, and then I realized what an impact

this rate hike would be to our community. Not only are a majority of residents here retired, and planned the rest of

their lives to be here, but in this economy we cannot afford to sell our homes and go somewhere else. Not only are

we looking at the price of our water usage going up, (which would certainly make some of us conserve even more),

but the maintenance fee on our community will go up with the increase. We have swimming pool, and golf course

maintenance that will be affected, which will result in higher assessments as well.

I urge you to re-assess this and realize that thousands of people will be put in a more difficult financial situation

than we are already in. Possibly forcing some out of their homes...

Where does all this nightmare stop. Our nation is bleeding, and we need to put pressure on the bleeding until

we are all more stable. . I ask you to be part of the answer, not contribute to the problem..

Thank You for your consideration,

Marilyn Conner

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**Antonio Gill**

From: emb37@q.com  
 Sent: Friday, March 09, 2012 3:53 PM  
 To: Pierce-Web; Burns-Web; Newman-Web; Kennedy-Web  
 Subject: Pima Utility Rate Increase

Dear Commissioner,

I am a property owner and resident of Sun Lakes, AZ. I am also president of the Unit 11 Homeowners Association, which represents 108 townhouses. Our community is composed of seniors, the majority of whom are on a fixed income. The increase which Pima Utility is requesting will have a very negative impact on our residents. The individual's utility bill increase may not appear to be much, but we also pay fees to our Unit 11 HOA, for maintenance of our common area, including watering. In addition, we all pay homeowner's dues to our master association, Cottonwood/PaloVerde, for maintenance of the remainder of the common areas. Both our Unit 11 dues and the Cottonwood/Paloverde dues will rise dramatically if this increase is granted.

I could understand a small increase every 1-2 years, but to expect us to make up for the lack of previous increases, over the past many years, is totally unacceptable. I would urge you to consider a much smaller incremental increase, with the possibility of further increases over the next several years if necessary.

Just as an aside, what are they planning to use the increased revenue for ??? They certainly haven't been running in the red over the past several years, so why now do they need such a dramatic increase?

Eugene Brown, President  
 Unit 11HOA  
 Sun Lakes, AZ

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Antonio Gill

From: Mary Walker [marypw@wbhsi.net]  
Sent: Friday, March 09, 2012 1:40 PM  
Cc: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Slump-Web  
Subject: Pima Utility Rate Increase

We are customers of Pima Utilities and ask that you please consider the expense to Sun Lakes Homeowners and **turn down** the request by Pima Utility Company for their very large rate increase. We have eliminated as much landscape requiring water as possible and are careful with the amount we use in the house already. With many utility bills much higher than when we moved here, it has gotten more expensive to live here on a fixed income. Thank you for your consideration.

Mary Walker and Ronald Rennemo  
10013 E Watford Way  
Sun Lakes, AZ 85248

Antonio Gill

From: Harry seger [seger46@hotmail.com]  
Sent: Friday, March 09, 2012 11:59 AM  
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Slump-Web; lorraineseger@yahoo.com  
Subject: rate increase request by Pima Utilities (Sun lakes,az)

Dear Sir:

We cannot imagine an economic circumstance under which a rate increase of 94.4 % is justified during these difficult economic times, especially for senior citizens at Sun Lakes. It seems highly improbable if not impossible that an increase of this size could be requested with a straight face.

In the normal ordinary course of business there may be a reason for a small rate increase. Surely, costs may well have gone up. We suspect however, that perhaps this rate increase is motivated more by the poor performance of other Robson businesses and this may be an attempt to mitigate those other diminished outcomes. We have no particular information to suggest this except for this outsized ridiculous rate request.

We hope that you, the members of the Arizona Corporation Commission will put yourselves in our shoes when considering this rate request .

Also, we'd like to believe that Pima Utility's strategy is not designed to ask for the moon and hope that somehow they can say in the end that they will just have to scrape by with a 30% increase ...equally absurd!!!

Sincerely,

Harry & Lorraine Seger  
10410 e. east dr.  
Sun Lakes, az 85248

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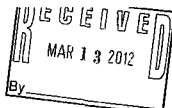
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15600 Willowood Dr.  
Minnetonka, MN. 55345  
952 934 4506

*Lee Redermacher*

palerad@aol.com

March 10 2012



10913 East Bellflower Dr  
Sun Lakes AZ. 85248  
480 895 5685

Az. Corporation Commission  
Commissioners Wing  
1200 W. Washington- 2<sup>nd</sup> Floor  
Phoenix, AZ. 85007

Attention: Paul Newman  
Brenda Burns  
Gary Pierce  
Sandra Kennedy  
Bob Stump

I am a customer of Pima Utility Co. Inc. account number 14534.

I object to their unreasonable request for a 94% rate increase and ask that you see to it that it be more reasonable.

Thank you.

C/C Sun Lakes HOA #2  
25630 Brentwood Dr.  
Sun Lakes, AZ., 85248

*Lee Redermacher*

Antonio Gill

From: Gogebic@aol.com  
Sent: Wednesday, March 14, 2012 11:07 AM  
To: Newman-Web; Burns-Web; Pierce-Web; Slump-Web; barbaracrofoot@yahoo.com; jerry boles@comcast.net; azdavey@live.com; Dennis.Crofoot@hillmangroup.com; denniscrofoot@yahoo.com; Flynn016@aol.com; jimhof77@yahoo.com; jordel@gci.net; kgn110@wbhsi.net; morrisjoebel@msn.com  
Subject: PIMA UTILITY RATE INCREASE

I am writing to protest Pima's request for a rate hike of nearly 50%. I am sure that Pima's costs, like all others, have risen. However, our income has risen only 3% over the past three years and to ask for a rate hike of this size is not in keeping with the realities in our economy. I would be amenable to a reasonable rate increase that more closely mirrors our own. It does seem odd though, that Pima is raising rates when I heard a news item on T.V. a few days back indicating that the City of Phoenix was going to lower water rates for the coming year. I hope the Commission will take into consideration the economic realities of (1) the size of the proposed rate increase, and (2) the fixed nature of the income of the vast majority of Pima consumers. Thank you.

James V. O'Neill  
Sun Lakes, AZ

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**Antonio Gill**

From: Steve Wolfer [stevevolfer@yahoo.com]  
Sent: Wednesday, March 14, 2012 11:01 AM  
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
Subject: Proposed Pima Utility Water Rate Hike

March 12, 2012

Howard & Loree Baumgart  
10925 E. Minnesota Ave.  
Sun Lakes, AZ 85248

Dear Commissioners,

I am deeply opposed to the proposed near doubling of the water rate. I live at 9056 E Olive Lane N in the Sun Lakes phase 1 community. There are many, many people in this area who are no longer capable of entering the work force and are trying to live on social security. They cannot afford this massive increase.

In addition, this places an additional cost on all businesses just at a time when our economic recovery, if there truly is one, is still weak.

Should this go through I feel that many of the members of our community and those adjacent to it would be impelled to become politically active and vent their outrage at this kind of attack on their dwindling resources. (I'm sure that no one wants to see grandfathers and grandmothers pushing their walkers as they picket and demonstrate for the news cameras.)

Please vote "No" on any increases until our economy has fully recovered... and then make only needed increases and spread them over a number of years.

Thank you for your attention to this.

Sincerely,  
Steve Wolfer

Arizona Corporation Commission  
Commissioner Brenda Burns  
Commissioner Sandra Kennedy  
Commissioner Paul Newman  
Commissioner Gary Pierce  
Commissioner Bob Stump  
Commissioners Wing  
1200 W. Washington - 2<sup>nd</sup> Floor  
Phoenix, AZ 85007

Re: Pima Utility Proposed Rate Increase

Dear Madam/Sir:

We are Howard and Loree Baumgart residing at the above address in Sun Lakes, where we have been customers of the Pima Utility Company during the fifteen years we have lived at this address.

Pima Utility's proposed water and sewer rate increase is significantly high and will impose an added budgetary burden on our household. Like the majority of homeowners in Sun Lakes, we are on a fixed income. Many of our expenses are increasing as the nation's economic condition improves. Not long after we moved to Sun Lakes we recall that Pima asked for a very large rate increase, which was subsequently reduced to a more reasonable figure by the ACC.

We have no doubt that Pima needs to increase their rates to meet their rising costs. But the percentage of increase seems excessive - especially since the water meter fee will no longer include the first 1000 gallons of water.

Please analyze Pima's financial records carefully, as we are certain you will do, in order to keep the rate increase as low as feasible.

Thank you for your service to the citizens of Arizona.

Cordially,

Howard and Loree Baumgart

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**Antonio Gill**

From: Joan Beery [joanbeery@hotmail.com]  
Sent: Monday, March 12, 2012 2:42 PM  
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
Subject: Pima Utilities Company proposed rate increase

My name is Joan Beery and I live at 26409 S. Sherbrook Dr., Sun Lakes, AZ 85248. My water and sewer services are provided by Pima Utilities Company. They are proposing a rate increase for these services in the excess of 94% over our current rate. Sun Lakes is a senior community living on fixed incomes. The current economy is creating a tremendous burden on us just trying to survive on reduced income from depreciating investments and social security. Such an increase in water and sewer rates would make it even harder for us to stretch our limited incomes. Please take these issues into consideration when making your decision on Pima Utilities Company request.

Thank you,  
Joan Beery

**Antonio Gill**

From: NMachutas@aol.com  
Sent: Monday, March 12, 2012 12:41 PM  
To: Pierce-Web  
Subject: (no subject)

Mr. Pierce

I am a resident of Sun Lakes, AZ and thus a customer of Pima Utilities. The company is proposing rate increases for water and sewer and though an increase may be in order, this proposal is mis-leading and would result in a much greater impact than their informational materials suggest. On careful review of the proposed changes to Pima billing, ie, meter charge beginning with the first gallon used, the increase in water alone for 5,000 gallons per month is increased 33.9%. Add the 22.2% increase in the sewer rate. That doesn't begin to consider the impact of a 94.4% proposed increase in rates for irrigation for our common areas and golf courses. Those increased expenditures must be paid for by all homeowners as well. Please carefully consider these facts before granting any rate increases.

Sincerely,

Charles Machutas  
10706 E Navajo Place  
Sun Lakes, AZ 85248

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Antonio Gill

From: joyce m. pooras [jmpooras@yahoo.com]  
Sent: Monday, March 12, 2012 12:31 PM  
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
Subject: water rate increase

as a senior citizen on a fixed income, i object to the raise in water rates by pima utility co..... everyone is taking a bite. and we seems to have no recourse. vote no to the rate increase. jmp

Antonio Gill

From: NEILCURTIS@aol.com  
Sent: Monday, March 12, 2012 12:27 PM  
To: Pierce-Web  
Subject: Pima Utilities Rate Increase

Dear Commissioner Gary Pierce

Thank you for the chance to express our concern regarding the Pima Utility Companies request for an increase in irrigation and water rates that would affect the Cottonwood/Palo Verde communities of Sun Lakes.

The increased rates would put an added financial burden on our homeowners, most who are retirees on limited fixed incomes. Many have already found it necessary to tighten their belts in the face of a worsening economy and rising prices for everyday necessities.

Our Cottonwood/Palo Verde Homeowners Association would also face a large increase in the cost of water used for our golf courses, common areas and facilities. These costs would then have to be passed along to each household in the Association as increased fees and dues.

Please carefully review this rate increase by Pima Utilities, which we consider to be excessive.

Sincerely,

Neil & Gwen Curtis  
Sun Lakes Homeowners  
480 895-7569  
[neilcurtis@aol.com](mailto:neilcurtis@aol.com)

Antonio Gill

From: Marilyn Conner [auntiearizona@gmail.com]  
Sent: Wednesday, March 14, 2012 12:53 PM  
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web; Stump-Web  
Subject: Water rate increase

Dear Commissioners,

I have asked my neighbor to send this letter to you all, for me, to save postage. I do not have a computer, nor do I know how to use one.

I oppose the water rate increase. Everything is going up, but my income. I am 88 years old, and don't do much for activity, but watch TV. I moved here less than 8 years ago, after losing my husband following a long illness, my cable bill was \$36. ,now that it is going up again. to \$75. I will be forced to give up my only pastime/ entertainment.

I don't use lights except for what room I am in. I don't have a swimming pool, or a lawn to water. I do not know how to economize any more.. If expenses keep going up, I may not be able to afford to stay in my home, and have a slim chance of selling without costly updating.

Please do not raise yet another bill.

Sincerely,

Elizabeth Jacobson  
9636 Indiana  
Sun Lakes, AZ. 85248

Gabri Galvanoni  
26414 S. Flame Tree Drive  
Sun Lakes, AZ  
85248-9298

03/07/12

Arizona Corporation Commission  
Commissioners Wing  
1200 W. Washington - 12nd Floor  
Phoenix, AZ 85007



Re Pima Utilities Petition

As a Sun Lakes homeowner served by Pima Utilities, I have been appalled to learn of a petition to the Commission for a 94.4% increase in Irrigation Water Rates !!

Additional to the personal impact upon our constantly growing living expenses, such a GROSS increase in alleged operating costs by Pima Utilities, casts a reflection upon their managerial competence!.... Does this justify a reward ???

Careful address to that petition would be very much appreciated!

Respectfully,  
Gladys + Aldo  
Galvanoni