

Jennifer Ybarra



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SW-02199A-11-0330

From: Steve Pearson [pearsonstvp@yahoo.com]
Sent: Thursday, February 23, 2012 2:12 PM
To: Newman-Web
Cc: Burns-Web
Subject: Pima Water/Sewer rate increases

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL

ORIGINAL

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I understand the need to increase fee's for water and sewer from time to time that is to be expected, however, I think the increase that Pima Utility is requesting is to high There needs to be some balance here Please take a look at how much of an increase they are proposing and if it is "realistic" Thank you

Steve Pearson

[REDACTED]
Sun Lakes 85248

Arizona Corporation Commission

DOCKETED

MAR 21 2012

DOCKETED BY [Signature]

Jennifer Ybarra

From: Paul and Joyce Riedell [pj-riedell@hotmail.com]
Sent: Friday, February 24, 2012 8:23 AM
To: Newman-Web
Subject: Pima rate increase

Sir,

I am a Pima customer, living in Sun Lakes. I am not privy to the financial details of the Pima Rate Request, but I do not see how in the normal course of things, Pima could be deserving of such fantastically high percentage rate increases. Prices of everything do go up and a modest increase of 3 to 5% would seem possibly justified.

We retirees of Sun Lakes are lucky to get any kind of increase in income at all ; in fact, if we were prudent and saved during our working years, we now find that those saved dollars are bringing us almost no income. With what new income source are we to pay for a huge increase in our water bill?

We would appreciate your attention to our point of view.

Thank You, Paul Riedell

Jennifer Ybarra

From: Debra Mahannah [dmahannah@interiorsolutions.net]
Sent: Friday, February 24, 2012 11:09 AM
To: Newman-Web; Burns-Web; Kennedy-Web
Subject: Sun Lakes HOA

I wanted to send an email about our concern with Arizona Corporation Commission to file water and wastewater increase. I am opposed to the high increase in the rate. This will be a hardship for most of the residents here in Sun Lakes who are on fixed incomes.



Debra Mahannah

[REDACTED]
Direct: [REDACTED]
Fax: [REDACTED]
Mobile: [REDACTED]
E-mail: dmahannah@interiorsolutions.net

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Jennifer Ybarra

From: Priscilla Gazey [pjpgazey@yahoo.com]
Sent: Friday, February 24, 2012 5:26 PM
To: Newman-Web
Subject: Water & Sewer rate increase

Dear Commissioners: After having been informed that we are about to experience an increase in our water and sewer rates here in Sun Lakes, I just have to protest at the rate of increase, 94.44% !! That is just overwhelming. We have just had a new meter installed and our first bill was doubled that of the previous three years. An increase added to that new figure, on a retirees fixed income, will really be over the top. With this excessive increase, we can also expect our homeowner's dues to go up as well, to cover the increase in the water usage bill for our common areas. Please, please reconsider the size of your proposed increase. You deserve an increase, but we strongly feel that it needs to be more reasonable. These are tough times for all of us. Thank you.

Jennifer Ybarra

From: TERESA SNYDER [tsnyder15@msn.com]
Sent: Saturday, February 25, 2012 8:45 AM
To: Newman-Web
Subject: Water Increase for Pima Utility

My name is Teresa Snyder, my husband Ismael Serrano and I live at [REDACTED], Sun Lakes, AZ 85248. We are customers of Pima Utility Company. The company is owned by the developer of our community, Edward Robson and they have proposed a rate increase in water and waste water. The filing indicates a general 29.2% increase for water and a 22.2% increase for wastewater, but the increase calculated on the spreadsheet provided to we homeowners actually is greater than 29.2% because the water meter fee no longer includes the first 1,000 gallons of water. Ismael and I live on a very limited income as most senior citizens and not only would this be an increase in our water we use, it would drastically increase the water used by the HOA which would surely increase our HOA dues. Please take into consideration our input and know that we appreciate your help in this matter.
Thank you very much,
Teresa Snyder and Ismael Serrano

Jennifer Ybarra

From: Don and Geri Weston [dgweston123@hotmail.com]
Sent: Saturday, February 25, 2012 7:03 PM
To: Newman-Web; Burns-Web; Kennedy-Web; Stump-Web
Subject: Pima Utility Water/Sewer Increase

Dear Decision Makers,

I absolutely oppose the HUGE increase. It not only increases our individual household water/sewer costs, but the community of Sun Lakes. If there is an increase for the community of Sun Lakes, all of our homeowner costs will increase. The homeowners ultimately carry the burdens of the community at large. The increase is almost 100%. I have never seen a company increase costs to consumers of almost 100% in one year. Pima Utility has to justify and prove their increase in cost before increasing their clients cost.

I definitely would like all of you to research and verify all the exact facts and figures as to why there is almost 100% increase in costs.

If you all do agree that there is justification for almost 100% increase, I would like to have you show all Sun Lakes Homeowners the facts on paper or e-mail. I would also like to have you seek other water/sewer alternatives. Perhaps it will be less expensive to get city water from Chandler or some other community. They may just put in that percentage hoping to get 50% and that is even way too much in one year!

Drying up in Sun Lakes,

Geralyn G. Weston

[REDACTED]
Sun Lakes, AZ 85248

Palo Verde area
[REDACTED]

Jennifer Ybarra

From: Hansen [hansen_s3@comcast.net]
Sent: Sunday, February 26, 2012 11:22 AM
To: Newman-Web
Subject: Pima Utility Company Rates

We reside at 25832 S Dartford Drive in Sun Lakes and a Pima Utility Company customer. My wife and I are both retired and live on a fixed income / limited budget. We were EXTREMELY distressed when we were informed of the OUTRAGEOUS rate increase which the Pima Utility Company has requested. At a time when families and private enterprise are forced to balance their budgets through extensive " cost cutting " measures, it is ludicrous that ANY public or private company would even consider this type of request. IT IS ALL ABOUT " COST CUTTING ", NOT PRICE GOUGING JUST BECAUSE YOU CAN.

Steve and Sharon Hansen

Jennifer Ybarra

From: Dixie Ramberg [dixiejohn@centurylink.net]
Sent: Monday, February 27, 2012 6:14 AM
To: Newman-Web
Cc: Birms-web@azcc.gov
Subject: Pima increase

Our names are John and Dixie Ramberg. [REDACTED], Sun Lakes, Az 85248. I am writing to inform you that as senior residences of Sun Lakes and as many of us here are on a limited income Pima's request for an increase can mean a difference financially to us. Please consider this when determining your decision.

Thankyou,
Dixie Ramberg

Jennifer Ybarra

From: Gene - Willie Finney [finney57@msn.com]
Sent: Thursday, March 01, 2012 3:00 PM
To: Newman-Web
Subject: Pima Rate Increase

My name is Gene Finney and I live in Sun Lakes at [REDACTED] and am a customer of Pima Utility Company. I feel that the utility increase of approximately 94% is unreasonable as most residence of Sun lakes are retired on fixed incomes.

Jennifer Ybarra

From: cjrager17@q.com
Sent: Monday, March 05, 2012 3:25 PM
To: Newman-Web
Subject: Pima Utilities proposed 94.4% increase

March 5, 2012

Paul:

This is Jon and Cathleen Rager and we live at [REDACTED] in Sun Lakes, AZ 85248.

We are a customer of Pima Utility Company.

We have a concern over the Proposed 94.4% Irrigation Water Rate Increase.

Our reason is that we live on a fixed income. We feel that this increase is too high. We know that a small increase is inevitable but not this much. This is unfair.

Jon and Cathleen Rager

Jennifer Ybarra

From: nelson nuding [nenuding@wbhsi.net]
Sent: Tuesday, March 06, 2012 11:21 AM
To: Newman-Web
Subject: Proposed water rate increase

Dear Sir, I am 90 years old & my wife & I have lived in Sun Lakes for 25 years & a customer of Pima Utilities. We have never had such an unreal, exorbitant, increase in our rates. Please give your vote against this excessive proposal.

Yours truly, Nelson Nuding

Jennifer Ybarra

From: william smith [deuceflyer@gmail.com]
Sent: Thursday, March 08, 2012 2:39 PM
To: Newman-Web
Subject: Water

Sir. I've been asked by the CWPV HOA to contact you regarding the proposed Pima water rate increase. Frankly, I don't know what to say. It's unrealiatic to think that we have unlimited supplies of water, and the cost of distribution will always remain the same. So I won't whine about being retired on a fixed income...etc...etc, although that is the case. The cost of goods and services rises over time. That's a fact. That means less disposable income for us. What I would ask is that you ensure is that the customer is treated fairly. I believe Pima needs to prove to you that their request is 100% justifiable...to include a reasonable profit for what they do. Please consider the impact on the community, the county, and the state if golf courses dry up and close...and the population shifts, and tax income goes down...and there's even less money in the budget. All tough calls. I don't have much confidence in politicians, but at least more at the local level than in those in DC. Enough said. That's my input. Bill and Marcia Smith [REDACTED]

Jennifer Ybarra

From: RECrabtree [recrabtree3@yahoo.com]
Sent: Saturday, March 10, 2012 10:34 AM
To: Newman-Web
Subject: Pima water and sewer rate increase

We are appealing the excessive water and sewer increase by Pima utilities.
There is no justification or rational and we ask that you reject their request for a more reasonable change if it can be justified.
We are members of this senior community on fixed incomes.

Sincerely

Ronald & Ann Crabtree


Sun Lakes, AZ 85248

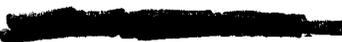
Jennifer Ybarra

From: Jan Martin [aljemartin@yahoo.com]
Sent: Sunday, March 11, 2012 7:39 AM
To: Newman-Web
Subject: Pima Rate Increases

We are residents of Sun Lakes, AZ and therefore customers of Pima Utilities. The company is proposing rate increases for water and sewer and though an increase may be in order, this proposal is misleading and would result in a much greater impact than their informational materials suggest. On careful review of the proposed changes to Pima billing; i.e. meter charge beginning with the first gallon used, the increase in water alone for 5,000 gallons/month is 33.9% plus a 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 by a significant increase in our home owners dues. Please carefully consider these facts before granting any rate increases.

Sincerely,,

Alois & Janice Martin


Sun lakes, AZ 85248

Jennifer Ybarra

From: Vella Easton [vellaeaston@wbhsi.net]
Sent: Monday, March 12, 2012 12:04 PM
To: Newman-Web
Subject: Pima

I am a homeowner in Phase 2 at Sun Lakes. Please register a complaint in my behalf against the rate increase by Pima Utilities. I feel this is far above being reasonable.

Thank you

Vella Easton

Jennifer Ybarra

From: Jim Davis [davisje@q.com]
Sent: Monday, March 12, 2012 1:31 PM
To: Newman-Web
Subject: Proposed 94.9% Pima Utility

Mr. Newman, my name is Eileen Davis and I live at [REDACTED], Sun Lakes. I just moved here last May and am enjoying Sun Lakes Community – until NOW!!! What a shock to hear our water rates with Pima Utility may go up 94.9%.

This horrendous increase will shatter our community with HOA Costs going up to cover watering our common areas and golf courses. We will have to move to another community and it could result in many residents relocating to a more affordable area. Can you imagine what could happen to Sun Lakes. It could become a ghost town and blight this area. This is totally unreasonable.

We need your help to not allow this to happen. Please think hard before you make your decision. Mr. Robson's request for this increase is the same as usury. Please do not allow this insane increase.

Respectfully,

Eileen Davis

Jennifer Ybarra

From: Jo Hollobaugh [js1977@wbhsi.net]
Sent: Wednesday, March 14, 2012 11:27 AM
To: Newman-Web
Subject: Pima Utility proposed increase

Dear Mr. Newman:

I am a resident in Sun Lakes, AZ. I feel that a 94% increase by Pima Utility is out of line. Most of the residents in Sun Lakes are on fixed incomes. When our expenses increase, our income does not. Pima Utility is on a well as I understand. If the cost is increased, so will the HOA fee. There has to be a limit as to what these corporations can do. We do not have another choice, they are our only resource. What is included in the cost of this high increase. If it includes operations etc. why so high. If their employees get a raise, where is mine? A reasonable increase would not cause such a hardship on people. No wonder our economy is in a mess.

If we do not stand up for our rights and concerns we are not being good citizens. It is our right to express our concerns and it is your duty to listen. I believe that our country is tired of electing representatives of our government who say they will listen to the needs of the country and represent us, however, once in the position they do what is beneficial to retain their position.

Let us all try to survive with what is reasonable and doable. I would urge you to listen to our needs and judge accordingly.

Respectfully,

Jo Ann Hollobaugh


Sun Lakes, AZ

Jennifer Ybarra

From: Dorothy Faubion [faubimax@yahoo.com]
Sent: Wednesday, March 14, 2012 11:50 AM
To: Newman-Web
Subject: Sun Lakes Pima Water increase

I feel we should not be targeted with such a huge increase in our water rates. I would go along with a modest increase, but to nearly double the amount would create hardships in our development.

Not everyone in Sun Lakes is rich, especially in the older sections, so please consider carefully what this big increase would do to our residents. Thank you.

Maxine Faubion

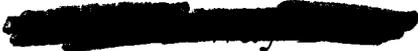
[REDACTED]
Sun Lakes, AZ 85248
[REDACTED]

Jennifer Ybarra

From: Joyce Johnson [joycejohnsoon@yahoo.com]
Sent: Thursday, March 15, 2012 8:00 AM
To: Newman-Web
Subject: Proposed Pima Rate Hike

My husband and I are long-time residents of Sun Lakes, Phase 1
We are also a Pima Utility customer. This proposed rate hike will be a
serious financial problem for us since we are on a fixed income. We
believe this percentage of increase is totally out-of-line.

Joyce & Dick Johnson


Sun Lakes

Please consider this increase as being totally out-of-line and will create a
hardship for many Sun Lakes residents

Jennifer Ybarra

From: Mopiax [mopiax@aol.com]
Sent: Friday, March 16, 2012 10:40 AM
To: Newman-Web
Subject: water/Pima Utilities

Dear Mr. Newman,

I do not know how old you are but when you go on Social Security you are living on a budget. We have finally received a raise after 3 years and everyone is increasing everything and everything we do and eat. Please take another look at what you are about to do to us old people and have some compassion on are Community. Sometimes I feel it is a monopoly when we have no choice to choose another water company.

Thank you for listening to meand telling you how I feel.

Mary Davis

[REDACTED]
Sun Lakes, AZ 85248
[REDACTED]

Jennifer Ybarra

From: Jags31@aol.com
Sent: Sunday, March 18, 2012 3:09 PM
To: Newman-Web
Subject: Sun Lakes Pima utilites rate increase

Dear Commissioners,

I am writing to let you know your proposed increase will cause many of the retired folks like me in Sun Lakes a lager expense rather than just a residential cost.

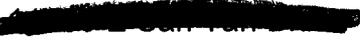
Your increase will also be an additional expense from our home owner assoc. Because they will pass their cost to the homeowner for all the golf course and greenbelt landscaping we have to maintain that the county requires.

While we have owners that are financially able to handle the cost, there are many that have bought their homes years ago that are on fixed income that does not get increases to cover your absorbent rate increase so can can pay share holders distributions.

The amount that you are asking for from us and our association appears to be a total of 94.4 %.

I strongly object to the increase.

A Sun Lakes Homeowner

John Greenwood


Sun Lakes, AZ. 85248

Jennifer Ybarra

From: Donald Honikel [dfhonikel@gmail.com]
Sent: Sunday, March 18, 2012 5:02 PM
To: Newman-Web
Subject: Pima Utility:

Mr. Paul Newman, Commissioner
Arizona Corporation Commission
1200 W. Washington - 2nd Floor
Phoenix, AZ 85007

Commissioner Newman;

I am a resident of Sun Lakes, Arizona. As retirees both my wife and myself are on fixed incomes. Recently, it has come to our attention that The Pima Utility Company has filed for a rate increase. The combined, requested increase for water and sewage would come to over 50%! I am sure that my shock over such a large increase is shared by the many thousands of rate payers here in Sun Lakes. I ask that you and the other commissioners reconsider the effect that this would have on the Sun Lakes community. I ask you to look further into Pima's justification for such a huge rate increase. Thank you in advance for your consideration.

Louise Honikel


AZ 85248

dfhonikel@gmail.com

Very truly,

Donald &


Sun Lakes,


March 18, 2012

Email Attachment To: Paul Newman
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington – 2n Floor
Phoenix, AZ. 85007

From: Concerned Citizens of Sun Lakes, Arizona

SUBJECT: RIDICULOUS RATE INCREASE REQUEST FILED BY THE PIMA
UTILITY COMPANY

Dear Mr. Newman:

As customers of the Pima Utilities Company perhaps the subject line already describes how my wife and I and our neighbors feel about what the Pima Utilities is proposing for a water rate increase. Please do not take our bewilderment as personally against you and the others on the commission; however, in case our feelings are not clear we will attempt to make our feelings as clear as possible in the following paragraphs.

We think at least one specific question should be asked of each one individually on the management team of Pima Utilities. Pardon our language but the question is what in the hell are you thinking? Secondly, we are assuming the Board Members are aware of the net profits. Assuming this is a fact then it is also important that all customers should be informed as to what have been the net profits the company has had at least in the last three years. Thirdly, we think the management team should be asked to provide you and it's customers a detailed estimate and description of line by line items of expenses and how the money is to be spent, including infrastructure expenses. Fourth, you will probably say this is illegal, but it would be nice if the salaries and the benefits for the position of each of the management team be published. Their names need not be published. Since we assume that the management team is salaried employees and perhaps some or all of the commissioners. The last question is how many on the board are receiving Social Security as their only source of income.

The last question might be the most important as many of us living in the Sun Lakes area are retired. Some do have pensions and possibly other income, but in case the Management Team has not heard, those of us on social security are on fixed incomes and have gone two full years with out an increase in our benefits. Also if you have not noticed our economy has been on a downward trend and many have seen their retirement savings decreased or even deleted.

Finally, as a neighborhood we think most people would categorize us as reasonably good future planners, logical, mature, and a fairly intelligent group of people, who have worked hard and know how to make sacrifices. However, we have not learned to ask for free things or be good beggars.

With all of this in mind, please understand that we are not braggers, nor are we a group of complainers, but feel our concerns are legitimate. We have been told that the proposal, with all the facts included, includes a 94.4% increase. We are also aware that some of the rumors may be exaggerated concerning the proposal. We are only a group of individuals deeply concerned about everyone maintaining at least a relatively normal life style. This proposal will not allow this for most of us. Actually, we are hoping that the Pima Utility Company Management is asking to reach for the Sky in hopes of getting the highest increase as possible and then plan to settle and live with a middle of the road increase. We are requesting that the members of the Arizona Corporation Commission approve only a small percent of increase or for now, no increase.

We are asking you to not interpret this letter as being written in anger. It is being sent to you as a genuine concern for our neighborhood's future well being. We understand that this decision is in your hands and we want you to be aware that we feel our livelihood is at stake. We are asking you to understand and that you and the other commissioners keep this from happening to us and others who have no choice, but to purchase our water from the Pima Utility Company.

Thank you for your assistance in this matter.

Pima Utilities Customers:

Bill and Louise Wilson Phone: 480-802-5626
[REDACTED]

Sun Lakes, AZ. 85248

John and Kathleen Keohane Phone: 480-895-0725
[REDACTED]

Sun Lakes, AZ. 85248

Jennifer Ybarra

From: Marty Shwaiko [martymorris100@aol.com]
Sent: Monday, March 19, 2012 11:39 AM
Subject: Pima Utilities

I live on a fixed income and cannot believe the audacity of Pima Utilities proposal of increasing our water and wastewater rates 94.4%!! I would believe this to be illegal.

What happened to the 1 to 2% increase that usually takes place.

Everything is taking a raise except our incomes. Lets be realistic and vote this down.

Thank you. Martha Morris Shwaiko, Sun Lakes, AZ

Jennifer Ybarra

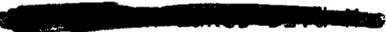
From: Jeanne Schwan [jschwan@wbhsi.net]
Sent: Wednesday, March 21, 2012 8:43 AM
To: Newman-Web
Subject: PIMA Utility Rate Increase

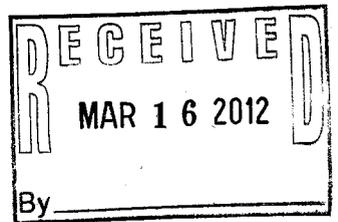
Mr. Newman

I am a PIMA Utility customer living in Sun Lakes and just learned of their planned rate increase. Apparently they are asking to almost double their rates. This would not only raise our water costs for our homes but also our Homeowner fees due to the cost of water for the common areas. I understand they may have a need to raise rates, but this seems excessive. I urge you to keep in mind that Sun Lakers are mostly retirees on limited incomes when you consider their request.

Thank You

Jeanne Schwan


Sun Lakes, AZ 85248



Dear Commissioner: *Newman*
March 13 2012.

Thank you for the opportunity to express my concern in the Pima Utility Co. proposed rate increase.

My name is Richard Vaughn
I live at [REDACTED] Sun Lakes Az.
I have been a Pima Utility Co. Customer for 15 Yrs.

Pima has sent us a letter explaining the rate hike. They Quote us a raise of \$8.89 average per month a 29% increase.

This doesn't cover the fact that they are raising the H.O.A.'s rate for the water they use in the common areas And the golf courses.

This rate will be an approximate 94% . This raise will have to be passed on to the home owners in the form of a dues hike.

Pima claims they haven't raised their rates in the past 16 yrs..

As a retired businessman for over forty yrs. I am aware of raising costs and labor raises almost every year. I know raising costs are a matter that has to be dealt with every year. This leads me to believe that Pima has been charging us too much the last 16 yrs..

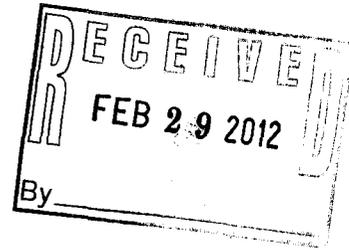
Thank you for listening to my appeal and I ask you to look deep into this excessive Pima request.

Your truly
Richard Vaughn
Richard Vaughn

Marvel A. Hall

[REDACTED]
Sun Lakes, AZ 85248

[REDACTED]
E-Mail: Marvelbob@GMail.com



Paul Newman, Brenda Burns, Gary Pierce, Sandra Kennedy and Bob Stump
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington 2nd Floor
Phoenix, AZ 85007

Re: Rate Increase

Dear Commissioners

This letter is to protest the proposed rate increase by your corporation. After examining your proposal we see no justification for a large increase at this time.

Yours truly,

A handwritten signature in black ink, appearing to read "Marvel A. Hall". The signature is written in a cursive style with a large, stylized initial.

Marvel A. Hall
Robert D. Hall