

ORIGINAL

W-02199A-11-0329
SW-02199A-11-0330

Teresa Tenbrink



0000144080

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Monday, April 15, 2013 1:23 PM
To: 'Bill'
Subject: RE: pima utilities

RECEIVED

2013 APR 15 P 3:28

AZ CORP COMMISSION
DOCKET CONTROL

Dear Bill Whiteley,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. Your email regarding the Pima Utilities will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Pima Utilities application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the application. The Commission's independent analysis of the utility and its application attempts to balance the interest of the utility and its customers.

Commission Staff are very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

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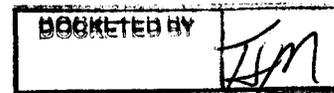
Sincerely,

Teresa Tenbrink
Executive Aide to Commissioner Susan Bitter Smith
Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-3625

Arizona Corporation Commission

DOCKETED

APR 15 2013



From: Bill [mailto:whiteley222@yahoo.com]
Sent: Saturday, April 13, 2013 11:46 AM
To: BitterSmith-Web
Subject: pima utilities

Dear Commissioner:

Please think again before raising Sun Lakes water and sewer rates. This should not be the solution for any organization during this recession that we are in. Cut salaries or services, or giving dividends to shareholders. Most of us are on a fixed income.

Bill Whiteley, Sun Lakes Resident

"Talk don't cook rice"

All the plans and schemes for improvement put together won't change a thing if we don't put the principles into daily practice. Even catchy words are just words.

Teresa Tenbrink

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Monday, April 15, 2013 1:22 PM
To: 'Marv & Barb Mentjes'
Subject: RE: Pima Utilities

Dear Marv & Barb Mentjes,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. Your email regarding the Pima Utilities will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Pima Utilities application.

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Sincerely,

Teresa Tenbrink
Executive Aide to Commissioner Susan Bitter Smith
Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-3625

From: Marv & Barb Mentjes [REDACTED]
Sent: Monday, April 15, 2013 10:14 AM
To: BitterSmith-Web
Subject: Pima Utilities

This is in regards to the recent request for an increase in Pima utilities. We just gave them a fair increase, I don't see the necessity for another. I am a winter visitor and only use the utilities five months of the year, but still have to pay year around. I would think that would be enough extra for them! I am sure there are a lot of other winter visitors doing the same thing. Please deny this request. Thank you. Barb Mentjes, [REDACTED]
[REDACTED] Sun Lakes, AZ 85248

Teresa Tenbrink

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Monday, April 15, 2013 1:18 PM
To: 'Dennis Madigan'
Subject: RE: PIMA Increase

Dear Dennis Madigan,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. Your email regarding the Pima Utilities will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Pima Utilities application.

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Sincerely,

Teresa Tenbrink
Executive Aide to Commissioner Susan Bitter Smith
Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-3625

From: Dennis Madigan [REDACTED]
Sent: Saturday, April 13, 2013 10:39 AM
To: BitterSmith-Web
Subject: PIMA Increase

Tell me it isn't so!! You approved a rate increase to allow PIMA to cover the cost of asking for another increase!????
Tell me it isn't so!! The requested increase is to cover the taxes on the profit incurred with their last increase!????????
All of this is being considered behind closed doors!???
And do you wonder why there is no trust of the government and it's commissions???
Time to reconsider your position???? Time to throw out PIMA's request???
Time to consider what is right and what's stupid??
PIMA Utility User
Dennis Madigan

Teresa Tenbrink

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Monday, April 15, 2013 1:16 PM
To: [REDACTED]
Subject: RE: Pima Increase

Dear Fred Dierenga,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. Your email regarding the Pima Utilities will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Pima Utilities application.

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Teresa Tenbrink
Executive Aide to Commissioner Susan Bitter Smith
Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-3625

From: [REDACTED]
Sent: Sunday, April 14, 2013 4:39 PM
To: BitterSmith-Web
Subject: Pima Increase

Hi:

If the Income Tax increase goes in effect I will bill You every month a bill of the increase. If You do not pay me back I will sue You.

Fred Dierenga, Sun Lakes

Teresa Tenbrink

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Monday, April 15, 2013 1:15 PM
To: [REDACTED]
Subject: RE: Pima Rate Increase

Dear Shirley Langer,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. Your email regarding the Pima Utilities will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Pima Utilities application.

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Sincerely,

Teresa Tenbrink
Executive Aide to Commissioner Susan Bitter Smith
Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-3625

From: [REDACTED]
Sent: Friday, April 12, 2013 7:33 PM
To: BitterSmith-Web
Subject: Pima Rate Increase

Susan Bitter-Smith

I would like to go on record as being opposed to the Pima Utility Tax Relief . Brenda Burns dissenting opinion in Decision No. 73739 is in line with my opinion. Please vote against this unfair increase in our water bill.

Shirley Langer, homeowner
Sun Lakes

Teresa Tenbrink

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Monday, April 15, 2013 1:14 PM
To: 'Andrea Linder'
Subject: RE: PIMA

Dear Andrea Linder,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. Your email regarding the Pima Utilities will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Pima Utilities application.

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Sincerely,

Teresa Tenbrink
Executive Aide to Commissioner Susan Bitter Smith Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-3625

-----Original Message-----

From: Andrea Linder [REDACTED]
Sent: Saturday, April 13, 2013 6:21 AM
To: BitterSmith-Web
Subject: PIMA

My name is Andrea Linder and I live in Sun Lakes.

Please do not increase our rates it is very unfair - we are a community of retired workers on fixed incomes and cannot afford yet another rate increase.

Andrea Linder
[REDACTED]
Sun Lakes, AZ

Teresa Tenbrink

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Monday, April 15, 2013 1:13 PM
To: 'Larz - LNL Photo'
Subject: RE: Pima

Dear Larz,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. Your email regarding the Pima Utilities will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Pima Utilities application.

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Sincerely,

Teresa Tenbrink
Executive Aide to Commissioner Susan Bitter Smith Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-3625

-----Original Message-----

From: Larz - LNL Photo [REDACTED]
Sent: Sunday, April 14, 2013 12:22 PM
To: BitterSmith-Web
Subject: Pima

Hello Commissioner,

My name is Larz Schwartz, I have lived in Sun lakes for 7 years and am a customer of Pima Utilities. What they are trying to do is not only unfair, it is just plain wrong. Wanting us, their customers to pay a tax so their investors can make more? They received a 12.2 % increase already, isn't that enough? Our salaries do not go up that much, why should our bills? If the rates keep going up, the hardship it will cause many members of our community could be devastating.

Thank you for your time, I am sure you will do what is right for the customers that are already burdened with high bills.

Be safe,

Larz

Teresa Tenbrink

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Monday, April 15, 2013 1:11 PM
To: [REDACTED]
Subject: RE: Unfair rate assessment & taxation

Dear Mr. & Mrs. Manier,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. Your email regarding the Pima Utilities will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Pima Utilities application.

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Sincerely,

Teresa Tenbrink
Executive Aide to Commissioner Susan Bitter Smith
Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-3625

From: [REDACTED]
Sent: Sunday, April 14, 2013 10:14 AM
To: burns-web@azcc.gov
Cc: BitterSmith-Web
Subject: Unfair rate assessment & taxation

Wayne & Sherry Manier
[REDACTED]
Sun Lakes, Az. 85248

Ladies & Gentlemen: I am a customer of Pima Utilities and a Sun Lakes resident. Along with the outrageous water and sewer rate increases recently imposed by Pima Utilities and your Commission, I am now stuck with a .66

cent assessment each month, and I am also expected to finance Pima Utilities investors by paying their tax on this increase in their income. Is this not a taxation without representation? Is this not a ridiculous request?

I agree with Brenda Burns dissenting opinion on this subject in decision #73739. Let us gather our common sense and back this opinion by Brenda Burns

Sincerely,
Wayne & Sherry Manier

Teresa Tenbrink

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Monday, April 15, 2013 1:10 PM
To: 'Roselyn Crewse'
Subject: RE: Pima Rates

Dear Roselyn Crewse,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. Your email regarding the Pima Utilities will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Pima Utilities application.

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Sincerely,

Teresa Tenbrink
Executive Aide to Commissioner Susan Bitter Smith
Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-3625

From: Roselyn Crewse [REDACTED]
Sent: Sunday, April 14, 2013 8:43 AM
To: BitterSmith-Web
Subject: Pima Rates

Dear Commissioners:

So you think it is okay for the customers of Pima to pay the taxes that are rightly attributable to the Robson Family Trust? Perhaps you would like to pay my taxes. That would be great. What kind of thinking is that?

People in Sun Lakes are not all deep pockets. Many of us are on a fixed income. The Robson Corporation made lots of money off all of us and gouged in everything from the price of the lot to the upgrades and the landscaping. They sold us golf courses for an exorbitant price after allowing them to deteriorate. Not satisfied with that they now want us to pay their taxes too?

I believe the first decision should be reversed and the second request denied. What good is it to have people supposedly protecting us when they appear to be in the pockets of those trying to take advantage of us.

This is like the foxes guarding the henhouse. I hope you will consider the first decision as a bad one and deny the second one. That would be the right thing to do.

We will just have to see.

Congratulations to Brenda Burns for having some common sense and voting against the first decision. At least there is one person we can count on.

Roselyn & Richard Crewse

PS: There was a piece in the Arizona Republic this morning that described this whole situation. How sad that we could not count on you the first time

Teresa Tenbrink

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Monday, April 15, 2013 1:06 PM
To: 'Kathy Davis'
Subject: RE: Pima Utilities Proposed Rate Increase

Dear Kathy Davis,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. Your email regarding the Pima Utilities will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Pima Utilities application.

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Sincerely,

Teresa Tenbrink
Executive Aide to Commissioner Susan Bitter Smith
Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-3625

From: Kathy Davis [REDACTED]
Sent: Saturday, April 13, 2013 2:55 PM
To: RBurns-Web
Subject: Pima Utilities Proposed Rate Increase

Dear Commissioner,

As a Sun Lakes resident and Pima customer, I oppose any rate increase at this time. Recently, Pima had a 12.2% increase in water rates and a 5.5% average increase in sewer rates in addition to \$0.33 per month for water and \$0.33 per month for sewer to cover Pima's cost associated with filing for rate increases. Additional increases could result in a financial hardship upon some of our residents, especially those retirees like myself who are living on a fixed income. Furthermore, the water provided by Pima is so "terrible" that we must deal with some sort of water purification system in our homes.

I do endorse Commissioner Brenda Burns dissenting opinion on the subject in Decision No. 73739 requiring Pima customers to pay for the tax relief for Pima investors. This relief is not only unfair, it is simply wrong.
Your immediate attention to this request will be greatly appreciated.

Kathy Davis

Teresa Tenbrink

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Monday, April 15, 2013 1:04 PM
To: 'Karen & Dick Michael'
Subject: RE: Pima Utilities Rate Increase

Dear Mr. & Mrs. Michael,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. Your email regarding the Pima Utilities will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Pima Utilities application.

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Sincerely,

Teresa Tenbrink
Executive Aide to Commissioner Susan Bitter Smith Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-3625

-----Original Message-----

From: Karen & Dick Michael [REDACTED]
Sent: Saturday, April 13, 2013 11:46 AM
Subject: Pima Utilities Rate Increase

We, Richard and Karen Michael, are residents of Sun Lakes and customers of Pima Utilities. Pima Utilities recently received rate increases approved by the Corporation Commission: an average of 12.2% for water and an average of 5.5% for sewer. We are also being assessed \$.33 each month for water and \$.33 for sewer to cover Pima's costs associated with filing for the rate increase!

Pima is now asking the Corporation Commission to approve a pass-through to customers to cover the cost of taxes on the dividends distributed to the investors of Pima Utility Company. We believe this to be unfair and would be a hardship for some of our residents.

We commend Commissioner Brenda Burns for her dissenting opinion of the subject in Decision No. 73739 and ask that the other Commissioners do likewise.

Thank you for your consideration on this issue of importance to Sun Lakes residents.

Richard and Karen Michael

[Redacted]

Sun Lakes AZ 85248

[Redacted]

Teresa Tenbrink

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Monday, April 15, 2013 12:56 PM
To: 'David Bellin'
Subject: RE: Pima Utility increase

Dear Mr. & Mrs. Dave & Toni Bellin,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. Your email regarding the Pima Utilities will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Pima Utilities application.

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Teresa Tenbrink
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Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-3625

From: David Bellin [REDACTED]
Sent: Saturday, April 13, 2013 8:18 AM
To: BitterSmith-Web
Subject: Pima Utility increase

Dear Ms. Bitter-Smith:

Our names are Toni and Dave Bellin, we live in Sun Lakes and are customers of Pima Utilities. Pima Utilities recently received and implemented increases in rates of 12.2% (average) in water rates and 5.5% (average) in sewer rates. There is also a new assessment of \$.33 per month for water and \$.33 per month for sewer to cover Pima's costs associated with filing for the rate increases. The increase was hardship enough but to assess us an ongoing cost to implement the rate increase is outrageous. How much could it possibly cost to charge customers more money?

Even more outrageous was the request by Pima to pass through to the customers the cost of taxes on the dividends distributed to the investors of Pima Utility Company. The Corporation Commission (to our shock and dismay) approved this "gift" to the investors and Pima Utility has filed for this tax relief. Their request was filed March 29, 2013, (to have this approved with no hearing) and the Residential Utility Consumer Organization (RUCO) filed its objection April 2, 2013.

We are adamantly opposed to this request and feel it will impose an undue financial hardship on the residents in Sun Lakes. Most of the residents are on fixed incomes, many have very limited resources to pay for legitimate price increases, but to have to pay for taxes on windfall dividends received by the owners of this utility company is just plain wrong. It isn't as if dissatisfied residents can choose another utility company. We applaud Brenda Burns' dissenting opinion in Decision No. 73739 requiring Pima's customers to pay for tax relief on investor dividends.

Regards,

Toni and Dave Bellin

[REDACTED]
Sun Lakes, AZ 85248
[REDACTED]

Teresa Tenbrink

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Monday, April 15, 2013 12:51 PM
To: 'Faith Dragoon'
Subject: RE: rate increase

Dear Faith Dragoon,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. Your email regarding the Pima Utilities will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Pima Utilities application.

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Teresa Tenbrink
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Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-3625

From: Faith Dragoon [REDACTED]
Sent: Friday, April 12, 2013 9:53 PM
To: BitterSmith-Web
Subject: rate increase

Commissioner:

One point in the previously approved rate increases by the AZ Corporation Commission was a request by Pima to pass - through to the customers the cost of taxes on the dividends distributed to the investors of Pima Utility Company. The Corporation Commission did approve this "gift" to the investors and Pima Utility has filed for this tax relief. Their request was filed March 29, 2013 (they asked for approval without hearing) and the Residential Utility Consumer Organization (RUCO - our friend as they watch out for the customers) filed its objection April 2, 2013.

Once again it is incumbent upon all of us to write to the Commissioners in opposition to Pima's requested tax relief. The financial impact of this request is not known but it is in addition to the already approved and implemented 12.2% (average) in water rates and 5.5% (average) increase in sewer rates. When you read your Pima bill you will also note

[REDACTED] We need to voice our individual opposition to this additional income for the investors of Pima Utilities.

My husband and I live in Sun Lakes and are a customer of Pima Utilities

- That Pima recently received increases in rates approved by the Commission you can quote the amounts and the fee to recover their filing costs.
- Additional increases could result in a financial hardship at this time since my husband recently lost his job.
- We endorse Commissioner Brenda Burns dissenting opinion on the subject in Decision No. 73739 requiring Pima's customers to pay for this tax relief for the investors in Pima
- This relief is not only unfair, it is simply wrong

Sincerely,
Faith Dragoon

Teresa Tenbrink

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Monday, April 15, 2013 12:49 PM
To: 'Lloyd Armstrong'
Subject: RE: PIMA UTILITY P;ACING MORE LOAD ON SUN LALKES ELDERLY

Dear Mr. Armstrong,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. Your email regarding the Pima Utilities will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Pima Utilities application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its application attempts to balance the interest of the utility and its customers.

Commission Staff are very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

You can track the case's activity and progress by visiting the Commissions' e-Docket website, <http://edocket.azcc.gov/edocket/>, and entering the docket numbers W-02199A-11-0329 and SW-02199A-11-0330. They are consolidated numbers. We appreciate your comments and the interest taken on the proposed application.

Sincerely,

Teresa Tenbrink
Executive Aide to Commissioner Susan Bitter Smith
Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-3625

From: Lloyd Armstrong [REDACTED]
Sent: Friday, April 12, 2013 3:53 PM
To: BitterSmith-Web
Subject: PIMA UTILITY P;ACING MORE LOAD ON SUN LALKES ELDERLY

Attn. Susan Bitter-Smith

I'm lloyd Armstrong a resident of Sun Lakes and a Pima Utilities Customer. Pima Utilities has requested you approve the passing additional load on the residents of Sun Lakes, many of which are elderly and still fighting the effects of the Recession and barely surviving.

Increases were recently approved and here they are again asking for more, the greediness and the request is totally unfair and totally wrong. I ask you to reject Pima's Unfair and Wrongful request to add another financial burden to the Elderly of Sun Lakes.

Sincerely,

Lloyd Armstrong


Sun Lakes, AZ. 85248-8208