

ORIGINAL

COMMISSIONERS

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0000166779

RECEIVED Executive Director

ARIZONA CORPORATION COMMISSION

2015 NOV 10 P 2:26

AZ CORP COMMISSION
DOCKET CONTROL

To: Docket Control

RE: Arizona Water Company Docket # W-01445A-15-0277

Please docket the attached 23 customer comments OPPOSING a rate increase.

Customer comments can be reviewed in E-docket under the above docket number.

Arizona Corporation Commission
DOCKETED

NOV 10 2015

Filed by: Utilities Division – Consumer Services

DOCKETED BY *KH*

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Completion Date:** 10/30/2015 8:09 AM
Opinion Number: 2015 - 127169 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/30/2015

First Name: Michael & Marie **Last Name:** Trebowski **Account Name:** Michael & Marie Trebowski
Address: <<< REDACTED >>>
City: Arizona City **State:** AZ **Zip Code:** 85123
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Water Company **Division:** Casa Grande
Joel Reiker **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277 **Docket Position:** Against

An increase of this rate is unbelievable. We are a family of 5 surviving on one income. An increase of this amount would be not only a hardship on us, but a hardship on every family in Arizona City. Please do not allow this increase.

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/30/2015	Michael Buck	Email	Investigation

Docketed and noted for the record. Closed

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Completion Date:** 10/29/2015 4:38 PM

Opinion Number: 2015 - 127166 **Priority:** Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/29/2015

First Name: Linda **Last Name:** Rodgers **Account Name:** Linda Rodgers

Address: <<< REDACTED >>>

City: Arizona City **State:** AZ **Zip Code:** 85123

Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Water Company **Division:** Casa Grande
Joel Reiker **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277 **Docket Position:** Against

Seriously? We can't afford a rate hike. We are on a fixed income. No COLA raise this year for SS. and Part B Medicare costs are being raised. Co-Insurance rates are up, deductibles are up, groceries are up! We cannot afford this. And the water out here in Arizona City is awful. It's slimy feeling 8 months out of 12. We can't drink it and we still feel dirty after a shower.

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/29/2015	Michael Buck	Email	Investigation

Docketed and filed for the record. Closed

W-01445A-15-0277

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck Phone: <<< REDACTED >>> Completion Date: 10/29/2015 2:58 PM

Opinion Number: 2015 - 127154 Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed Opinion Date: 10/29/2015

First Name: Laura Last Name: Hinzman Account Name: Laura Hinzman

Address: <<< REDACTED >>>

City: Arizona City State: AZ Zip Code: 85123

Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Water Company Division: Casa Grande
Joel Reiker Phone: <<< REDACTED >>> Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277 Docket Position: Against

Unemployment rate Aug 2015 7.6% which is 1% higher than the AZ rate and 2% higher than the National rate. Also 18+% live on a fixed income and will get no increase in their retirement in 2016. Arizona Water Company cannot raise the rate!

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/29/2015	Michael Buck	Email	Investigation

Docketed and noted for the record. Closed

W-01445A-15-0277

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Completion Date:** 10/29/2015 2:24 PM

Opinion Number: 2015 - 127147 **Priority:** Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/29/2015

First Name: William **Last Name:** Clarey **Account Name:** William Clarey

Address: <<< REDACTED >>>

City: Arizona City **State:** AZ **Zip Code:** 85123

Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Water Company **Division:** Casa Grande
Joel Reiker **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277 **Docket Position:** Against

For Arizona Water Company to request a 29+% rate increase is inconceivable to me. For many people this would be a devastating increase. Pinal County has a poverty rate of 15.6%. A 7.6% (Aug 2015) unemployment rate, which, by the way is 1% higher than the AZ rate and 2% higher than the National rate. These figures do not even count the people that have quit looking for work. Pinal County also has 18+% of their residents living on a fixed income, and they are getting no cost of living increase. And in my experience, the only thing that has decreased in price is gasoline. To allow this kind of increase would be a huge disservice to the residents of Pinal County, and I am adamantly opposed to it.

Investigation

Date:	Analyst:	Submitted By:	Type:
10/29/2015	Michael Buck	Email	Investigation

Docketed and noted for the record. Closed

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Completion Date:** 10/29/2015 2:30 PM

Opinion Number: 2015 - 127151 **Priority:** Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/29/2015

First Name: Cynthia **Last Name:** Spade **Account Name:** Cynthia Spade

Address: <<< REDACTED >>>

City: Arizona city **State:** AZ **Zip Code:** 85123

Cell: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Water Company **Division:** Casa Grande

Joel Reiker **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277

Docket Position: Against

I am on a fixed income and I barely scrap by now some month I can only pay half of my bills so please for the sake of all the over 55 don't do this rate hike

Investigation

Date:	Analyst:	Submitted By:	Type:
10/29/2015	Michael Buck	Email	Investigation

Docketed and noted for the record. Closed

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Completion Date:** 10/29/2015 2:38 PM
Opinion Number: 2015 - 127152 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/29/2015

First Name: Sheila **Last Name:** Ply **Account Name:** Sheila Ply
Address: <<< REDACTED >>>
City: Arizona City **State:** AZ **Zip Code:** 85123
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Water Company **Division:** Casa Grande
Joel Reiker **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277 **Docket Position:** Against

As a retired person that is on a fixed income and having been hit with no cost of living adjustment, prescription insurance and medical costs that will exceed \$5,300 in the coming year, I find it unacceptable that anyone could raise rates by 29%+. That amount is unacceptable. Please give this consideration for denial. Thank you.

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/29/2015	Michael Buck	Email	Investigation

Docketed and noted for the record. Closed

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck Phone: <<< REDACTED >>> Completion Date: 10/29/2015 3:21 PM
Opinion Number: 2015 - 127164 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Opinion Date: 10/29/2015

First Name: Cheryl Last Name: Kingsley Account Name: Cheryl Kingsley
Address: <<< REDACTED >>>
City: Arizona City State: AZ Zip Code: 85123
Home: <<< REDACTED >>>

Company: Arizona Water Company Division: Casa Grande
Joel Reiker Phone: <<< REDACTED >>> Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277 Docket Position: Against

Living on a fixed income from SS and trying to keep up with the rising costs of living... groceries, utilities etc it is almost impossible to survive. ... Survive, not live... survive. Please do not approve this rate increase. Thank you.

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/29/2015	Michael Buck	Email	Investigation

Docketed and noted for the record. Closed

W-01445A-15-0277

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck Phone: <<< REDACTED >>> Completion Date: 10/29/2015 3:14 PM

Opinion Number: 2015 - 127162 Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed Opinion Date: 10/29/2015

First Name: Cheryl Last Name: Mince Account Name: Cheryl Mince

Address: <<< REDACTED >>>

City: Arizona City State: AZ Zip Code: 85123

Cell: <<< REDACTED >>> Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Water Company Division: Casa Grande

Joel Reiker Phone: <<< REDACTED >>> Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277

Docket Position: Against

There are many seniors on fixed incomes and many unemployed, a 29% increase would be very harmful. Additional info: Pinal County poverty rate 15.6% (latest figures). Unemployment rate Aug 2015 7.6% which is 1% higher than the AZ rate and 2% higher than the National rate. Also 18+% live on a fixed income and will get no increase in their retirement in 2016. Thanks for reading.

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/29/2015	Michael Buck	Email	Investigation

Docketed and noted for the record. Closed

W-01445A-15-0277

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck Phone: <<< REDACTED >>> Completion Date: 10/29/2015 3:11 PM

Opinion Number: 2015 - 127158 Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed Opinion Date: 10/29/2015

First Name: Lesa Last Name: Jones Account Name: Lesa Jones

Address: <<< REDACTED >>>

City: Arizona City State: AZ Zip Code: 85123

Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Water Company Division: Casa Grande
Joel Reiker Phone: <<< REDACTED >>> Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277

Docket Position: Against

While the latest figures may suggest Arizona City residents are in a position to afford this increase I disagrees. Many individuals are living on a fixed income. The unemployment rate in Pinal County is listed around 15%. However given that most citizens who are unemployed have exhausted their unemployment benefits, myself included, they do not file for benefits. Thus are not included in the actual number of those who are attributed to this 15%. The increase has the potential to add to the poverty level in the community. An addition of almost a third of a total bill could determine if a family has enough food for the month. This is in a community that already relies heavily on food banks. So this increase could effectively cripple a distressed community because of the ripple effect associated with paying the added amount to a utility that is necessary for a household.

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/29/2015	Michael Buck	Email	Investigation

Docketed and noted for the record. Closed

W-01445A-15-0277

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Completion Date:** 10/29/2015 3:07 PM
Opinion Number: 2015 - 127156 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/29/2015

First Name: Jana **Last Name:** Miller **Account Name:** Jana Miller
Address: <<< REDACTED >>>
City: Arizona City **State:** AZ **Zip Code:** 85123
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Water Company **Division:** Casa Grande
Joel Reiker **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277

Docket Position: Against

I am on a fixed income as are many, many other residents in Arizona City. We have no options when it comes to selecting a water supply company. We are forced to live with the provider, and while I know the water is tested, there is an oily film on my water I notice in bath water and in dish water. They have flushed my lines but it has never gone away. I live my myself and my water use is minimal as my plants are on a drip system and I conserve every ounce I can. While my bill is also minimal I will be receiving no cost of living wage as I am totally reliant on Social Security as my income. I have cut every expense I can and an increase would put a hardship on myself and several others here in my situation. Please do not do this to us. We have no control over any utility or necessity commodities in our lives. Unemployment in this area is very high. I know there are others in Arizona that can afford this, but please give those like me some consideration. Thank You!!

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/29/2015	Michael Buck	Email	Investigation

Docketed and noted for the record. Closed

W-01445A-15-0277

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Completion Date:** 10/29/2015 3:04 PM
Opinion Number: 2015 - 127155 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/29/2015

First Name: Richard **Last Name:** Johnson **Account Name:** Richard Johnson
Address: <<< REDACTED >>>
City: Arizona City **State:** AZ **Zip Code:** 85123
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Water Company **Division:** Casa Grande
Joel Reiker **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277 **Docket Position:** Against
29% increase to too high and not justified for water. The many seniors in the area can not afford it.

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/29/2015	Michael Buck	Email	Investigation
Docketed and noted for the record. Closed			

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Completion Date:** 10/30/2015 8:40 AM
Opinion Number: 2015 - 127173 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/30/2015

First Name: Virginia **Last Name:** Meyer **Account Name:** Virginia Meyer
Address: <<< REDACTED >>>
City: Arizona City **State:** AZ **Zip Code:** 85123
Cell: <<< REDACTED >>>

Company: Arizona Water Company **Division:** Casa Grande
Joel Reiker **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277 **Docket Position:** Against

The proposed rate is excessive. The Pinal County poverty rate is 15.6% The Pinal County unemployment rate in Aug 2015 was 7.6% which is 1% higher than the AZ rate and 2% higher than the National rate. Plus more than 18% live on a fixed income and will get no increase in their retirement in 2016. Please do not pass this rate increase

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/30/2015	Michael Buck	Email	Investigation

Docketed and noted for the record. Closed

W-01445A-15-0277

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Completion Date:** 10/30/2015 8:37 AM

Opinion Number: 2015 - 127172 **Priority:** Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/30/2015

First Name: Timothy **Last Name:** Adams **Account Name:** Timothy Adams

Address: <<< REDACTED >>>

City: Arizona City **State:** AZ **Zip Code:** 85123

Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Water Company

Division: Casa Grande

Joel Reiker

Phone: <<< REDACTED >>>

Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277

Docket Position: Against

Please vote AGAINST the proposed rate increase. It is an exhorbitant amount and would seriously impact our ability to live here. Money is tight with my social security income, and it would create a hardship for me to try to pay that much more for my water.

Investigation

Date:	Analyst:	Submitted By:	Type:
10/30/2015	Michael Buck	Telephone	Investigation

Docketed and noted for the record. Closed

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Completion Date:** 10/30/2015 8:33 AM
Opinion Number: 2015 - 127171 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/30/2015

First Name: Brenda **Last Name:** Adams **Account Name:** Brenda Adams
Address: <<< REDACTED >>>
City: Arizona City **State:** AZ **Zip Code:** 85123
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Water Company **Division:** Casa Grande
Joel Reiker **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277 **Docket Position:** Against

Re: Docket #W-01445A-15-0277 Please do not allow the proposed water increase in Arizona City. We are on a fixed income as my husband is disabled, and this would create a severe economic hardship for us. We moved to this area for his health, and would have to look elsewhere if the costs continue to increase at such an alarming rate.

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/30/2015	Michael Buck	Email	Investigation

Docketed and noted for the record. Closed

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Completion Date:** 10/30/2015 8:20 AM

Opinion Number: 2015 - 127170 **Priority:** Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/30/2015

First Name: Julie **Last Name:** Stein **Account Name:** Julie Stein

Address: <<< REDACTED >>>

City: Arizona City **State:** AZ **Zip Code:** 85123

Cell: <<< REDACTED >>>

Company: Arizona Water Company **Division:** Casa Grande
Joel Reiker **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277 **Docket Position:** Against
No raise in rates

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/30/2015	Michael Buck	Email	Investigation

Docketed and noted for the record. Close

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Completion Date:** 10/30/2015 8:59 AM

Opinion Number: 2015 - 127179 **Priority:** Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/30/2015

First Name: Jennie **Last Name:** Carlson **Account Name:** Jennie Carlson

Address:

City: **State:** **Zip Code:**

Email: <<< REDACTED >>>

Company: Arizona Water Company

Division: Casa Grande

Joel Reiker

Phone: <<< REDACTED >>>

Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277

Docket Position: Against

On the AZ.Water Co. (Docket # W1445-A-15-0277) wanting to rise rates: I am strickly against this. It will really make it dificult for so many people for a rate increase in their water bills. those of us on Social Security are not getting a raise this year again, but everything else keeps going up. It has to end. Please do not allow this rate increase to go thru. Thank You

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/30/2015	Michael Buck	Email	Investigation

Docketed and noted for the record. Closed

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Completion Date:** 10/30/2015 9:02 AM
Opinion Number: 2015 - 127176 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/30/2015

First Name: Joan **Last Name:** Walch **Account Name:** Joan Walch
Address: <<< REDACTED >>>
City: Arizona city **State:** AZ **Zip Code:** 85123
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Water Company

Joel Reiker **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277

Docket Position: Against

If rate increases then it should go to your area! Infrastructure should be maintained but I do not want to pay for Phoenix problems when I live else where. What is collected here's needs to stay in the community it is collected to repair/ replace the infrastructure. Each area needs to monitor and be overseen by an outside personnel to prevent embezzlement.

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/30/2015	Carmen Madrid	Telephone	Investigation

Opinion noted and filed in Docket No. W-01445A-15-0277. closed

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Completion Date:** 10/30/2015 9:06 AM
Opinion Number: 2015 - 127174 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/30/2015

First Name: michael **Last Name:** davila **Account Name:** michael davila
Address: <<< REDACTED >>>
City: Arizona city **State:** AZ **Zip Code:** 85123
Cell: <<< REDACTED >>>

Company: Arizona Water Company **Division:** Casa Grande
Joel Reiker **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277 **Docket Position:** Against

I live in a retirement community raising the rates would hurt my neighbors and impact future sales of homes. Please do not raise rates.

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/30/2015	Carmen Madrid	Telephone	Investigation

Opinion noted and filed in Docket No. W-01445A-15-0277. closed

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Completion Date:** 10/30/2015 10:41 AM

Opinion Number: 2015 - 127184 **Priority:** Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/30/2015

First Name: Ross **Last Name:** Kindelberger **Account Name:** Ross Kindelberger

Address: <<< REDACTED >>>

City: Arizona City **State:** AZ **Zip Code:** 85123

Cell: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Water Company **Division:** Casa Grande

Joel Reiker **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277

Docket Position: Against

I feel we pay enough for our water already. This would be a huge burden on anyone with a fixed income.

Investigation

Date:	Analyst:	Submitted By:	Type:
10/30/2015	Carmen Madrid	Telephone	Investigation

Opinion noted and filed in Docket No. W-01445A-15-0277. closed

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Completion Date:** 10/30/2015 10:44 AM

Opinion Number: 2015 - 127185 **Priority:** Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/30/2015

First Name: Sylvia **Last Name:** Kindelberger **Account Name:** Sylvia Kindelberger

Address: <<< REDACTED >>>

City: Arizona City **State:** AZ **Zip Code:** 85123

Cell: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Water Company **Division:** Casa Grande

Joel Reiker **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277 **Docket Position:** Against

We already pay a lot for our water. How are people on fixed income supposed to pay more?

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/30/2015	Carmen Madrid	Telephone	Investigation

opinion noted and filed in Docket No. W-01445A-15-0277. closed

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Completion Date:** 10/30/2015 10:46 AM

Opinion Number: 2015 - 127186 **Priority:** Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 10/30/2015

First Name: Marion **Last Name:** Lawniczak **Account Name:** Marion Lawniczak

Address: <<< REDACTED >>>

City: Arizona City

State: AZ

Zip Code: 85123

Home: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Arizona Water Company

Division: Casa Grande

Joel Reiker

Phone: <<< REDACTED >>>

Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277

Docket Position: Against

We are on a fixed income. All the utility companies are always raising their rates. Our social security rates never increase and when they do we have to pay higher amount for medicare. The proposed increase in water by 29.06% is outrageous!

Investigation			
Date:	Analyst:	Submitted By:	Type:
10/30/2015	Carmen Madrid	Telephone	Investigation

Opinion noted and filed in Docket No. W-01445A-15-0277. closed

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Completion Date:**
Opinion Number: 2015 - 127194 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Opinion Date:** 11/2/2015

First Name: Judith **Last Name:** Diorio **Account Name:** Judith Diorio
Address: <<< REDACTED >>>
City: Arizona City **State:** AZ **Zip Code:** 85123
Home: <<< REDACTED >>>

Company: Arizona Water Company **Division:** Casa Grande
Joel Reiker **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-01445A-15-0277 **Docket Position:** Against
I am against such a large increase. I am on a very limited budget, as are most people in Arizona City.

Investigation			
Date:	Analyst:	Submitted By:	Type:
11/2/2015	Carmen Madrid	Telephone	Investigation

Opinion noted and filed in Docket No. W-01445A-15-0277. closed

W-01445A-15-0277

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 11/4/2015
Opinion Number: 2015 - 127197 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 11/4/2015 11:00 AM

First Name: Janet **Last Name:** Lopas **Account Name:** Janet Lopas
Address: <<< REDACTED >>>
City: Arizona City **State:** AZ **Zip Code:** 85123
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Water Company **Division:** Casa Grande

Nature Of Opinion

Docket Number: W-01445A-15-0277

Docket Position: Against

We have to pay for this water company to remove known toxins from our water, after YEARS of being told by them that they "meet the minimum standards", now they're asking for a \$6 MILLION increase? The water they provide us is so bad that it hurts to shower in it half the time, we can't drink it so we're paying tons of money to buy drinkable water, and they want us to pay them MORE? It's not like they're going to use this money to better our tap water. I say the money I spend on drinkable water more than makes up for the increase they seek. We live in a community with high unemployment rates, and half of our citizens are elderly living on a fixed income? They are not getting a cost of living increase AGAIN. Do you realize what even an \$8 a month increase could do to them? It's bad enough you folks keep allowing APS to gouge us, please consider US, the public in this one rather than the 'wants' of the company.

Investigation			
Date:	Analyst:	Submitted By:	Type:
11/4/2015	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.
