

W-01445A-15-0277

**ORIGINAL**  
**Arizona Corporation Commission**  
**Utilities Complaint Form**



0000169326

**Investigator:** Al Amezcua

**Phone:** <<< REDACTED >>>

**Opinion Date:** 3/29/2016

**Opinion Number:** 2016 - 129744

**Priority:** Respond within 5 business days

**Opinion Codes:** Rate Case Items - Opposed

**Closed Date:** 3/29/2016 4:45 PM

**First Name:** Philip

**Last Name:** Menne

**Account Name:** Philip Menne

**Address:** <<< REDACTED >>>

**City:** Casa Grande

**State:** AZ

**Zip Code:** 85193

**Home:** <<< REDACTED >>>

**Company:** Arizona Water Company

**Division:** Casa Grande

Jamie Moe

**Phone:** <<< REDACTED >>>

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

**Nature Of Opinion**

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

**Docket Position:** Against

Docket Number W-01445A-15-0277

Arizona Corporation Commission

Consumer Services Section

1200 West Washington

Phoenix, AZ 85007

To Whom It May Concern:

Arizona Corporation Commission  
**DOCKETED**

MAR 31 2016

DOCKETED BY

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2016 MAR 31 4:17:25

Arizona Water Company is asking for an outrageously astronomical and unreasonable permanent rate increase of 29.06 percent (and more in other areas) in Pinal County at the expense of their existing customers, of which I am one of. Absolutely necessary small incremental rate increases over periods of time present less a financial burden on people than one massive rate increase all at once. Arizona Water Company is placing an extreme burden on the retirees and low to middle class income customers it serves. Its public notice document I received with a previous billing statement really doesn't fully explain the reasoning behind this massive rate increase, associated with Central Arizona Project fees and other areas within their territory. Let future population growths, when and if it comes, pay for necessary service increases rather than place this burden on existing populations, if this is the case for requesting such a large rate increase right now.

I am a retiree living on limited income and I may not be able to afford this massive rate increase without sacrificing something else that supports my household. Alternatively, if I reduce my water usage, I probably will lose thousands of dollars of plants and trees I've planted over the past ten years where I've lived at. Will Arizona Water Company compensate me for that loss? You know they will not. They can't even fix the existing leaks on their system which may help allay some of their water losses costing thousands or hundreds of thousands of dollars or more every year, let alone make up for part of those losses by implementing unreasonable rate increases.

A large water leak occurred in my neighborhood, flooding the immediate area over a period of months or longer, went unnoticed until I brought it to their attention recently. They couldn't even find the leak after I gave detailed instructions as to where it was located at, obviously viewable from the side of the road, until I physically showed them its' location. If they can't keep track of where their existing water is going why should

**W-01445A-15-0277**

**Arizona Corporation Commission  
Utilities Complaint Form**

I entrust them with more of my limited income to help cover their losses and provide them additional water to possibly lose trace of?

Why is there a critical requirement for a massive rate increase right now? Is Pinal County running out of water? We, the residents of Arizona and customers of Arizona Water Company, do not deserve this extreme injustice to take place to our pocketbooks.

Philip Menne

<<< REDACTED >>>

<<< REDACTED >>>

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
3/29/2016	Al Amezcua	Telephone	Investigation
Inquiry also filed and sent to company to answers.			
Comments noted for the record and docketed. CLOSED.			

---