

W-01303A-09-0343  
SW-01303A-09-0343



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**ORIGINAL**

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**Investigator:** Richard Martinez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2012 - 106836

**Date:** 11/6/2012

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

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2012 NOV - 1 P 4: 21  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

**First:**

**Last:**

**Complaint By:** Etta

Alvarez-Hartford

**Account Name:** Etta Alvarez-Hartford

**Home:**

**Street:**

**Work:**

**City:** Bullhead City

**CBR:** €

**State:** AZ Zip: 86442

**is:** E-Mail

**Utility Company:** EPCOR Water \*AAWC

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

(Docket Nos. W-01303A-09-0343 & SW-01303A-09-0343)

my rates have tripled, and at first thought was a mis-reading and had to pay additional 25.00 for my meter to be re-read. My understanding was that rates would go up, but was not informed would be tripled! It is unjust to raise that significantly, especially with the fact my family has downgraded from having 6 in the home to only 3. I would have expected a much lesser amount regardless, due to smaller family size, but instead paying 3 times more! Does not commpute?! Is this tripled cost justified and legal? Even at my highest amount when we has all our children at home (6 total family size) prior to college and service, we paid at the highest in mid 80.00 amount. Now with less people we are averaging 20.00-30.00 with smaller family, but instead being billed 127.00 average?! It does not add up and could understand double increase gut not these amounts with lesser usage in the home.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/16/12 Docketed for record purposes. Opposed to decision # 71345.  
Emailed to the Phoenix ACC office for docketing purposes.

FILE CLOSED.

\*End of Comments\*

Arizona Corporation Commission  
**DOCKETED**

NOV 07 2012

DOCKETED BY *AM*

**Date Completed:** 11/7/2012

**Opinion No.** 2012 - 106836