

WS. 01303A. 14.0010



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ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2014 - 114935

Date: 2/6/2014

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

ORIGINAL

Complaint By: First: Edward Last: Schroeder

Account Name: Edward and Parisane Schroeder

Home: (000) 000-0000

Street: 5761 S. Everglades Way

Work:

City: Bullhead City

CBR: (805) 644-0624

State: AZ Zip: 86426

is: Business

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3109

Nature of Complaint:

Docket No. ~~WS 01303A 14 0010~~ OPPOSED RATE INCREASE

Arizona Corporation Commission

DOCKETED

APR 01 2014

February 1, 2014

Arizona Corporation Commission
Consumer Services Section
"To whom it may concern"

DOCKETED BY

RECEIVED
2014 APR - 1 P 12:23
AZ CORP COMMISSION
DOCKET CONTROL

We are sending this letter to you because we feel the increase by "Epcor/Water/Wastewater" to increase our rates should not happen. They have increased our rates in the past and are having a meeting on Feb7, 2014 in Mohave County Library- Bullhead City Branch 2/7 10:00-11:00 AM 1170 East Hancock Rd Bullhead City , AZ 86426. We have a home in fort Mohave and like most of the customers 50% are retired and not there much. We are only at our house 3 times a year and pay "Epcor" almost \$60 per month. (Nine months out of the year we do not generate water/or wastewater and are still charged the same amount. Our economy is still not recovering and it is not possible at this time for an increase in our bills. I called "Epcor" and asked if they had a policy for people who are not in their homes but only a few times a year and they said they had no policy like that and to call our local water company. Our water company basically said they had nothing to do with "Epcor" and didn't appreciate Epcor telling their customers to call their water companies. Sounds like its sort of a bad deal for us and customers like us stuck in this type of a situation? They are sort of relying on customers like us to make up the difference in monies? We want to send this letter to your office because we will not be able to attend the meeting on Feb 7th. We will be in California. Many of our neighbors in Fort Mohave, AZ feel the same. Thank you for your attention.

Sincerely,
Edward and Parisane Schroeder

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

5761 S. Everglades Way
Fort Mohave, AZ 86426

You can reach us: Business phone: (805) 644-0624

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

PENIDNG APPLICATION FILING

End of Comments

Date Completed: 2/6/2014

Opinion No. 2014 - 114935

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 114944

Date: 2/7/2014

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

Complaint By: **First:** Lloyd **Last:** May

Account Name: Lloyd May

Home

Street:

Work:

City: Bullhead City

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

OPPOSED to increase in rates for Mohave Water. Docket No. Pending

For reasons of his just receiving an increase and the cost per gallon already too high, customer is opposed to further increases. He is a receipt of water only from the company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised caller comments would be filed once application has been submitted.

End of Comments

Date Completed: 2/7/2014

Opinion No. 2014 - 114944

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: _____

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2014 - 115377

Date: 3/10/2014

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

Complaint By: First: Bill Last: Stillman

Account Name: Bill Stillman Home: _____

Street: _____ Work: _____

City: Bullhead City CBR: _____

State: AZ Zip: 86442 is: _____

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: Karl Wilkins Contact Phone: _____

Nature of Complaint:

Docket No. WS-01303A-14-0010 Opposed Rates

Caller states he is opposed because the company recently had a huge increase in rates. He has a small orchard that he donates the crop to the food pantry. He took out trees to save on water. He stated the company bought all new trucks. He believes the old trucks are being used elsewhere. He states Bullhead City paid for the trucks that are now being used elsewhere, meaning they did not need to be replaced. The new trucks now have 2 guys riding @ one time. This creates waste. He believes the company is making money hand over fist and an increase is not warranted.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/10 4:20 pm

Left v/m with caller my direct number for him to voice his concerns about the proposed increase in rates.

3/17. Second voice message left .

3/28 reached customer and entered comments.

End of Comments

Date Completed: 3/28/2014

Opinion No. 2014 - 115377