

WS-01303A-14-0010



0000152251

ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

AZ CORP COM
DOCKET CO Fax: 01

Priority: Respond Within Five Days

2014 APR 3 PM 2 20

Opinion No. 2014 - 115650

Date: 4/3/2014

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

First:

Last:

Complaint By: Fred and Beryl Hassig

Account Name: Fred and Beryl Hassig

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Paradise Valley

CBR:

State: AZ Zip: 85253

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED

WS-01303A-14-0010

Arizona Corporation Commission

DOCKETED WATER-SEWER

From: Fred and Beryl Hassig

APR 03 2014

Paradise Valley, AZ 85253

DOCKETED BY

Dear Members of the Utilities Division,

We are residents of Clearwater Hills in Paradise Valley, and our water service is provided by Epcor. For many years AZ-AM Water was our provider, and their rates were considerably lower than those rates of Epcor have been since they became our provider. We understand that at a recent Town of Paradise Valley meeting called for the purpose of discussing this rate hike increase that the CEO of Epcor stated that the average water bill in Paradise Valley including Clearwater Hills is \$55.00/month. We have added our Epcor water charges over a 13 month period and came up with a total of \$1,536.72. When divided by 13 our monthly average is \$118.20-- a far cry from the stated figure given by Epcor. We are quite certain that we are not the only residents who would agree with these facts. Several years ago we had a larger water pipe installed by AZ-AM water as our water pressure was so low. We paid in full for that at the time and are apparently still being billed extra each month due to the fact that our pipe is larger, which makes no sense at all as the water bill should be based on the amount of water used, not the diameter of the pipe.

We are retired senior citizens in our seventies, and only the two of us reside in our home, and all of our landscaping is desert. Thus we are not consuming huge amounts of water. Based on these facts we feel that a rate increase could be a financial hardship not only for us, but for many residents affected by this as well.

We are very hopeful that the requested rate hike will be denied by the Arizona Corporation Commission. Thank you very much for your service, and also for your consideration of this request.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

4/3/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 4/3/2014

Opinion No. 2014 - 115650
