

WS-01303A-14-0010



0000152487

ARIZONA CORPORATION COMM  
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 115708

Date: 4/7/2014

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

ORIGINAL

Complaint By: First: Dean Last: Geraci

Account Name: Dean Geraci

Home:

Street:

Work: (000) 000-0000

City: Scottsdale

CBR: c

State: AZ Zip: 85250

is: E-Mail

Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name: Karl Wilkins

Arizona Corporation Commission

Contact Phone:

Nature of Complaint:

DOCKETED

Dean Geraci

APR 16 2014

Scottsdale AZ 85250

DOCKETED BY

RECEIVED  
2014 APR 16 10:22  
CORP COMMISSION  
DOCKET CONTROL

An inquiry was also filed please refer to Inquiry No. 115697.

From: Dean Geraci  
Sent: Wednesday, March 19, 2014 5:34 PM  
To:  
Cc: Utilities Div - Mailbox  
Subject: Epcor Rate Increase

Recently I received a notice regarding Epcor's desire to increase rates. Before you increase our rates, I submit you consider the following:

Water Quality

Before you put that test sample in the Gas Chromatograph, fill a glass with room temperature tap water and drink it (if you can). How do you like the taste? Now take that glass of tap water and heat it to 150 degrees. How do you like the smell? Granted, you've succeeded in removing most of those scary pollutants left by our past, but fundamentally, the water is undrinkable! I know of no one that drinks tap water, or doesn't have some kind of conditioning equipment. If you're truly committed to water quality & safety, shouldn't it smell and taste good, before sophisticated testing begins?

System Safety

You must be aware of pressure fluctuations that occur throughout the day. Just in my neighborhood alone, countless "customers" have experienced blown fittings, irrigation issues, toilet valves and faucet fixture failures,

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

all due to high pressure. I myself have incurred over \$500 in repairs last year and yes I have a working pressure regulator! Furthermore, I don't remember receiving any notice from your company, warning us of this out of control situation.

**Convenience**

Just in the last 30 days, I have experienced two neighborhood shutdowns, during the day, for repairs. Why not make these repairs at night, while people are sleeping?

**Community Example**

Recently, I've marveled at the extent of the irrigation and landscaping project completed by Epcor at the corner of Cattle Track and McDonald Roads. The good new's it's desert landscape, the bad, the extent of the plantings and potential water consumption needed to maintain this creation is astounding; it's just a bad example.

**History**

Not long ago, our water costs doubled with the implementation of treatment plants that we have no control over. This charge makes up 70% of my water bill! Controlling those costs through conservation has little impact on our total bill as the fixed costs are so high.

I say no to additional increases! Let's get our water quality, service fixed and fixed costs under control before increases are applied.

Dean Geraci

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I spoke with Mr. Geraci and advised him that I would place his comments in our database and record them with Docket Control. He appreciated this information. I mentioned that I would send an inquiry to EPCOR and have them respond to him directly. I advised him that any issues regarding water quality should be referred to Arizona Department of Environmental Quality ADEQ. Since he was driving at the time, he asked if I could send him the information in an email. I agreed.

Comments filed for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed: 4/7/2014**

**Opinion No. 2014 - 115708**

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

---

Opinion No. 2014 - 115774

Date: 4/14/2014

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

Complaint By: First: Philip L. Last: Francis

Account Name: Philip L. Francis

Home:

Street: 4469 E Moonlight Way Lot 97

Work: (000) 000-0000

City: Paradise Valley

CBR:

State: AZ Zip: 85253

is: E-Mail

---

Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

WS-01303A-14-0010

Mr. Philip L. Francis

Paradise Valley, Arizona 85253

March 23, 2014

Utilities Division  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, Arizona 85007-2927

Honorable Commissioners,

I am writing to you to comment on the 17% rate increase by EPCOR Water Company proposed to Paradise Valley Customers.

My wife and I live in Clearwater Hills off Tatum Boulevard on lot #97. As compared to their claim of \$55 per month average cost per household, our trailing 12 month through February 2014 averages \$202.21 with a range of \$112.82 to \$320.51. A 17% increase is \$34.37 per month and \$412.50 per year.

I do hope you will audit their expense/investment supporting the req4 st. I have a good faith doubt that their request could survive an audit by any competent reviewer. The last time the commission audited them (then the Arizona American Water Company) many claimed expenses were disapproved by the Arizona Corporation Commission. Please look at some detailed "support" for a simple list of "expenses" and "infrastructure."

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Thank you in advance. Sincerely,

Philip L Francis  
\*End of Complaint\*

**Utilities' Response:**

n/a  
\*End of Response\*

**Investigator's Comments and Disposition:**

Comments noted for the record and docketed it.  
\*End of Comments\*

**Date Completed: 4/14/2014**

**Opinion No. 2014 - 115774**

---



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

hard copy sent to Utilities Division

On Mar 18, 2014, at 3:04 PM, Mary Lou Reid wrote:

In a previous email, residents were advised that Board President Paul Jones attended a February 25, 2014, meeting held at the Town of Paradise Valley where EPCOR's Chief Operating Officer explained to rate payers the company's application to the Arizona Corporation Commission (ACC) for a very substantial increase in their water rates. The March 12, 2014, attached article from The Town of Paradise Valley Independent identifies the rate increase request as being 17%.

EPCOR claims the average water bill in Paradise Valley (including Clearwater Hill rate payers) is \$55 per month. We believe the average bill in Clearwater is probably much higher.

Residents who wish to object to the rate increase can send correspondence to the Arizona Corporation Commission to the following address:

Utilities Division  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, Arizona 85007-2927

Re: EPCOR Water Company  
Clearwater Hills Water Utility Rate Payer

If the AZ Corporation Commission does not hear much objection from rate payers, they could grant the rate increase in its' entirety.

Another, but expensive, method of objecting to the rate increase is for an expert in water utilities to audit the \$13.8 million worth of infrastructure and expense claimed by EPCOR to support their rate request. This was done several years ago during a rate increase application by Arizona American Water Company where many claimed expenses were disallowed by the ACC.

Mary Lou Reid, Executive Director  
Clearwater Hills Improvement Association

Paradise Valley, AZ 85253

\*End of Complaint\*

### Utilities' Response:

n/a

\*End of Response\*

### Investigator's Comments and Disposition:

WS-01303A-14-0010, Comments noted for the record and docketed it.

An inquiry was also filed please refer to Inquiry No. 115778.

\*End of Comments\*

Date Completed: 4/14/2014

Opinion No. 2014 - 115779

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

---

**Opinion No.** 2014 - 115785

**Date:** 4/14/2014

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

**Complaint By:** **First:** Wendy **Last:** Greess

**Account Name:** Wendy Greess

**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:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

Utilities Division  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, Arizona 85007-2927

Re: EPCOR Water Company

To Whom It May Concern:

I am Paradise Valley resident. I have lived in Arizona for 30 years. I have voted in every election during that time. I strongly object to EPCOR Water Company's outrageous rate increase request. I urge you to reject this unreasonable request.

Thank you.

Wendy Greess

Paradise Valley AZ 85253  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

WS-01303A-14-0010

Comments noted for the record and docketed it.  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Date Completed: 4/14/2014

Opinion No. 2014 - 115785

---