

W. 01303A-10-0448



0000153134

ARIZONA CORPORATION COM
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2014 - 115950

Date: 4/25/2014

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

ORIGINAL

Complaint By: First: Lindsey Last: Aguilar

Account Name: Lindsey Aguilar Home: (000) 000-0000

Street: Work:

City: Sun City CBR:

State: AZ Zip: 85373 is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3109

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, April 18, 2014 5:11 PM
To: Util-PublicComment
Cc
Subject: Public Comment

Arizona Corporation Commission
DOCKETED

APR 30 2014

RECEIVED
2014 APR 30 A 10:41
AZ CORP COMMISSION
DOCKET CONTROL

Name:Lindsey Aguilar
Date:04-18-2014
Address:
Phone
CityStateZip:Sun City, Arizona, 85373
Cell:
Docket:
DocketNo:W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343
Utility:EPCOR Water
Position:Other
Email:linzielu22@gmail.com

DOCKETED BY

Comments:This is an urgent request for you and your colleagues to review the current decisions that have been made regarding the water/waste water rates imposed upon my family by Epcor Inc. Per your April 19th, 2011 ruling, the Anthem and Agua-Fria water districts were deconsolidated, which resulted in substantial increases in our current water and wastewater rates, which are only scheduled to increase further within the next two years. Because of this, we are seeing bills that average over \$110 per month and will only increase with time. In fact, we will be seeing an increase of over 133%, as stated in the public hearing records. In June, my family and I moved in to a newly built home within the Crossriver community. In our previous home, we had City of Phoenix water and trash services and paid on average, \$65 per month. However, we had a large pool, a grass yard, fruit

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

trees and a landscaped front yard. We averaged 9-10 units of water monthly. In our new home, we use on average 2-3 units of water, have very minimal drip irrigation in front and no backyard water usage. We also pay \$54 every three months for private garbage services. As you can see, this is major increase in monthly payments, which are only set to increase. Because of these outrageous and downright criminal water/wastewater fees, we are forced to be extremely strict in our usage and have put off our dreams of creating a lush backyard for our family to enjoy. Additionally, we have seen a decline in the maintenance of our HOA due to the inability to afford water and are forced to pay more at businesses using Epcor water. While being designated as "Agua Fria district" we are literally forced to pay these extremely unfair and unjust water prices, while other districts enjoy low monthly rates. For example, "Sun City" districts see average monthly bills of \$40-50 per month with the same, if not more water usage. Anthem districts see wastewater rates of \$42 per month while Agua Fria will hit on average, \$90 if using 4,000 gallons per month. This is ridiculous!!! Why such a drastic difference? Again, I urge you and you colleagues to review these requests and honor your commitment to those who have voted you into your current position. I assure you that this next election, we will not be voting for you or your colleagues if assistance is not received regarding this matter. My family and neighbors deserve the ability to pay rates equal to the states average. Thank you for your prompt attention to this matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

entered for record keeping purposes

End of Comments

Date Completed: 4/25/2014

Opinion No. 2014 - 115950

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 4/25/2014

Opinion No. 2014 - 115972

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2014 - 115952

Date: 4/25/2014

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

Complaint By: First: Lisa Last: Hill

Account Name: :Lisa Hull

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR: 00000

State: AZ Zip: 85373

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

Name: Lisa Hull

Date: 4/18/2014

Address

Phone

CityStateZip: Sun City, AZ 85373

Cell:

Docket: W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343

DocketNo:

Utility: Epcor a Water

Position: Con

Email: Lisa.hull@att.net

Comments: We used to live across the wash from our current home. In fact I can see it from our neighborhood. Our water bills were \$60 which included trash service. When I first move to Crossriver our bills were consistent with our other home except now we pay trash separately. We had full grass in the back yard at our other home and 4 people full time in the house. The dishwasher and washing machines were always running. Now I have 2 people in the home, 1 is only home on weekends. We monitor our washing machine use and don't ever use the dishwasher. We have desert landscaping and put in artificial grass and our water rates are still \$175-\$200 a month. We limit our drip system to 7 minutes a day and we are gone from the home most of the day. Our water rates are higher than our electric bill in the summer time. If the ACC does not help out our neighborhood, this area is going to be a ghost town. There has been lot of talk of people just up and leaving. The foreclosures will skyrocket again in this area. We are all on a fixed budget and it makes no sense to us why we have such high waster water fees. Please help us. We can not continue to pay these rates. Why would we pay 3 times more than someone in Anthem.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 4/25/2014

Opinion No. 2014 - 115952

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 4/28/2014

Opinion No. 2014 - 115982

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2014 - 115988

Date: 4/28/2014

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

First:

Last:

Complaint By: James

Nichol

Account Name: James Nichol

Home: (000) 000-0000

Street:

Work:

City: Sun City West

CBR

State: AZ Zip: 85375

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Tuesday, April 22, 2014 11:36 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: James & Carol Nickle

Date: April 22, 2014

Address: 20510

Phone: 602-991-1111

CityStateZip: Sun City West, AZ 85375

Cel:

Docket: Corte Bella, Sun City West, AZ.

DocketNo: W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343

Utility: Epcor Water

Position: Other

Email: cjnickle5@yahoo.com

Comments: I have been a homeowner at the above location for 7 years. Previously when American Water was our utility we enjoyed somewhat reasonable water/wastewater rates. Since Epcor has taken over our utility we have seen our rates increase approximately 50% and they are scheduled to increase again January 2015 at least another 20%. My Brother-in-Law lives in Sun City West approximately 20 blocks from my residence and his water/wastewater bill is currently one third of my existing bill. It is rather apparent that Epcor in tying us with Verrado some 20 miles distant from Corte Bella and some other community that I am not aware of that we will never have rate parity. We are part of the Sun City West Community and just across the Deer Valley road from the majority portion of Sun City West and should be included in their Utility District. Thank you for the opportunity to comment.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 4/28/2014

Opinion No. 2014 - 115988

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2014 - 115957

Date: 4/25/2014

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

First:

Last:

Complaint By: Ray

Sifuentes

Account Name: Ray Sifuentes

Home: (000) 000-0000

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

Name: Debra/Ray Sifuentes

Date: 04/18/2014

Address

Phone

CityStateZip: Sun City West, AZ 85375

Cell:

Docket: Our docket numbers. W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343

DocketNo:

Utility: EPCOR Water

Email: raydebsphoenix06@aol.com

Comments: Our docket numbers. W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343 Thank you for sending EPCOR representatives to meet with Corte Bella residents. All we are asking is to look into and somehow LOWER our water rates, they are incredibly higher than other communities, and why? We are trying to find this out. PLEASE, help our residents lower our water rates. Water in Arizona is so very precious. Some of us are retired, and some of us are on fixed incomes. We chose to move to AZ to enjoy our retirement years, not worry about monthly bills. My personal water bill has gone up approx. \$80.00 since a year ago, and conserve as much as we can. Anything you can do for us is truly appreciated. Thanking you in advance.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 4/25/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2014 - 115951

Date: 4/25/2014

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

First:

Last:

Complaint By: Kenneth

Tremaine

Account Name: Kenneth Tremaine

Home: (000) 000-0000

Street:

Work:

City: Sun City West

CBF

State: AZ Zip: 85375

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (000)

Nature of Complaint:

DOCKETED OPPOSED

Kenneth Tremaine
4/18/2014

Sun City West, AZ 85375

Corte Bella
W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343

EPCOR Water
gmtremaine@gmail.com

Our most recent bill is \$119.74. Water charges are \$32.39. We are very diligent about conserving as much water as possible. However, our Wastewater Treatment charge is \$85.45. Like most retirees, we need to monitor our expenses.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 4/25/2014

Opinion No. 2014 - 115951

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: _____

Phone: _____

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2014 - 115961

Date: 4/25/2014

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

First:

Last:

Complaint By: John

Moore

Account Name: John Moore

Home: (000) 000-0000

Street: _____

Work: _____

City: Sun City

CBR: 000-000-0000

State: AZ Zip: 85373

is: Cellular

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: Karl Wilkins

Contact Phone: _____

Nature of Complaint:

Name: John Moore

Date: 04-18-2014

Address: _____

Phone: _____

CityStateZip: Sun City West, AZ 85375

Cell: _____

Docket: Corte Bella Residents

DocketNo: W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343

Utility: John Moore

Position: Pro

Email: gr8guy@cox.net

Comments: As a long-term resident of Corte Bella, I have seen my water/wastewater rates double and then triple from what they were 9 years ago. My EPCOR water bill for April of this year is \$193.63 despite all my efforts to reduce the amount of water my household uses. This is unacceptable for persons living on a fixed income.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 4/25/2014

Opinion No. 2014 - 115961

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: T...

Phone: (602) 2...

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2014 - 115962

Date: 4/25/2014

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

Complaint By: First: Arnold Last: Solars

Account Name: :Arnold Solars Home: (000) 000-0000

Street: Work:

City: Sun City West CBR:

State: AZ Zip: 85375 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins Contact Phone: 602-212-2122

Nature of Complaint:

Name:Arnold Solars

Date:18April14

Address:

Phone:

CityStateZip:Sun City West,AZ 85375

Cell:

Docket:W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343

DocketNo:

Utility:EPCOR

Email:r

Comments:It is grossly unfair for such variances in waste water changes.Everyone served by Epcor should pay the same cost /1000 gallons. My last water bill was 5000 gallons-\$36.57 Waste water Treatment Charges \$92.44,60-70 % of my water usage goes into the ground for plant and tree watering.The current rates are unfair,I would hope that The ACC will rethink the issues.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 4/25/2014

Opinion No. 2014 - 115962

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2014 - 115966

Date: 4/25/2014

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

Complaint By: First: Beverly Last: Egger

Account Name: Beverly Egger Home: (000) 000-0000

Street: Work:

City: Sun City West CBR:

State: AZ Zip: 98575 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

Dale Girvan
04-19-2014

.....
Sun City West 98575

EPCOR Phase IV : W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343
W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343
EPCOR

My wife and I just purchased a home in Corte Bella in March. We have heard grumblings in the neighborhood regarding the water but I didn't give it much attention. I thought, it's a utility so I trust the regulation and fair practice will keep EPCOR in check, reasonable and fair, I guess I was wrong. I called into EPCOR this week because we haven't received our first water bill and we wanted to make sure the change over from the previous address in Sun City West to this new address was complete and nothing was outstanding. When the EPCOR representative pulled up our bill for the Corte Bella house she said "oh my, I think there may be a problem with your water. Did you have a leak that you repaired?" I said no, why? She said, "I have never seen a bill this high in Sun City West". I then said, oh that's because this isn't Sun City West (even though it is) this is Corte Bella and I've heard that EPCOR thinks the water there is gold, she just chuckled. I was speechless when she told me the amount, my sarcasm was replaced with reality. Now I understand the full impact of the "water issue". Shame on you EPCOR for discriminating and taking advantage of senior citizens and those on fixed incomes. The costs for water and wastewater are not fair and reasonable and that is the bottom line. The statement from EPCOR V.P. Jim McKee that they are just trying to get their return on investment and cover operating expenses is very telling. As well as the comment for rates going up because of the deconsolidation of Anthem. WOW, can EPCOR take any responsibility for their actions? EPCOR this isn't about your shareholders, covering operating expenses, or deconsolidation. This is about fair and reasonable practice and acting in a responsible manner for the well being of a very small segment of your customer base. If there is an opportunity to file a class action suit, sign us up!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: _____ **Phone:** _____ **Fax:** (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2014 - 115968 **Date:** 4/25/2014

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

Complaint By: **First:** Christina **Last:** Unknown

Account Name: Christina Unknown **Home:** (000) 000-0000

Street: _____ **Work:**

City: Sun City West **CBR:**

State: AZ **Zip:** 98575 **is:**

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins **Contact Phone:** _____

Nature of Complaint:

Name: Cristina
Date: 4/19/14
Address:
Phone:
CityStateZip: Sun city az 85383
Cell:
Docket: W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343
DocketNo: W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343
Utility: Epcor
Position: Pro
Email:
Comments: W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343 The pricing needs to change. People can't afford to live here because of the water bill. Please help us and make changes.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed
End of Comments

Date Completed: 4/25/2014

Opinion No. 2014 - 115968

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: _____

Phone: (f _____)

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2014 - 115984

Date: 4/28/2014

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

Complaint By: **First:** David **Last:** Schwartz

Account Name: David and Sandie Schwartz **Home:** (000) 000-0000

Street: _____ **Work:**

City: Sun City West **CBR**

State: AZ **Zip:** 85375 **is:**

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins **Contact Phone:** (602) 545-3100

Nature of Complaint:

David and Sandie Schwartz
4/22/14

Sun City West, Arizona 85375

W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343
Epcor Water

We live at Corte Bella in Sun City West, Arizona. Along with approximately 1,600 residence, we are requesting a review of our water bills, specifically our wastewater charges. This has become a financially distressed situation as you can see by the charges we have incurred during the past year. We request your immediate attention to this matter. 04/14/2014 \$167.36 Charge 03/14/2014 \$119.75 Charge 02/17/2014 \$142.61 Charge 01/16/2014 \$111.10 Charge 12/16/2013 \$138.29 Charge 11/15/2013 \$164.95 Charge 10/15/2013 \$164.95 Charge 09/17/2013 \$151.63 Charge 08/15/2013 \$147.18 Charge 07/16/2013 \$157.93 Charge 06/17/2013 \$152.14 Charge 05/15/2013 \$166.26 Charge 04/15/2013 \$161.13 Charge

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 4/28/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: _____

Phone: _____

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2014 - 115963

Date: 4/25/2014

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

Complaint By: First: Lewis Last: Zimmerman

Account Name: Lewis Zimmerman Home: (000) 000-0000

Street: Work:

City: Sun City West CBR:

State: AZ Zip: 85375 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins Contact Phone: _____

Nature of Complaint:

Name: Lewis Zimmerman

Date: 04/18/2014

Address:

Phone:

CityStateZip: Sun city west AZ 85375

Cell:

Docket: Epcor update phase iv

DocketNo: W-01303A-10-0448

Utility: EpcorWater

Email: _____

Comments: My water bill for Feb/March was \$154.04, the bill for March/April is \$156.35. The wastewater portion for March/April is \$106.43 and water was \$44.94. We are two people in a 2000 sq ft house. I live in the desert and have to irrigate my trees and shrubs. Why is my wastewater bill based on how much water I use? It is not a fair charge.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 4/25/2014

Opinion No. 2014 - 115963