

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



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 [Signature]

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**

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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**

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

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**Investigator:** .....

**Phone:** .....

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

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**Opinion No.** 2014 - 115972

**Date:** 4/25/2014

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

**Complaint By:** **First:** Theresia **Last:** Tuor

**Account Name:** Theresia Tuor

**Home:** (000) 000-0000

**Street:**

**Work:**

**City:** Sun City West

**CBR:**

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

**is:**

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**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** .....

**Nature of Complaint:**

Theresia Tuor  
04/20/2014

5034091616  
Sun City West

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

EPCOR  
tracituor@hotmail.com

My husband and I are residents of Corte Bella and are victims of the tremendous rate hikes that resulted when Anthem was allowed to deconsolidate from the Aqua Fria wastewater treatment payment system. Just like the Anthem residents, we also do not have our sewage treated in the system for which we are paying. That was the winning argument in 2012 that swayed the ACC to allow Anthem to break away. We are asking for equity. We understand that EPCOR wants to recoup the costs of their infrastructure some way or another but the fact is they OVER BUILT for the area. No one could foresee at the time this new infrastructure was built that this nation would experience the repercussions of a economic recession. That is not, however, our fault that EPCOR over built but they are recouping their expenses and enjoying a large return on capital (over 25%) on the backs of only 5700 households now that Anthem was allowed to break away. The pie chart EPCOR presented at Corte Bella recently showed that over 25% of our payments is NOT for services. This is beyond reasonable. We are forced to pay for EPCOR's business mistakes and the ACC's disregard for the sound ruling by the ALJ against deconsolidation in 2012. With another rate hike in July and again in January 2015 we will be paying the highest rates in the nation, second only to San Francisco. We ask for a rate reduction to bring us in line with our neighbors across the street. We ask to pay for the services in the wastewater treatment system that actually receives our sewage. This is a reasonable request. We respectfully ask for your consideration in this regard.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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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

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

docketed

\*End of Comments\*

Date Completed: 4/25/2014

Opinion No. 2014 - 115952

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

**Investigator:** \_\_\_\_\_

**Phone**

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Opinion No. 2014 - 115982**

**Date:** 4/28/2014

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

**First:**

**Last:**

**Complaint By:** Cynthia

Underwood

**Account Name:** :Cynthia Underwood

**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: Monday, April 21, 2014 9:00 AM  
To: Util-PublicComment  
Cc: \_\_\_\_\_  
Subject: Public Comment

Name: Cynthia Underwood

Date: April 21, 2014

Address: \_\_\_\_\_

Phone

CityStateZip: Sun City West, AZ 85375

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 Water

Position: Other

Email: cindiunderwood@hotmail.com

Comments: I own a second home in Corte Bella Development as listed above, I am only there maybe 4 to 5 months a year yet my water bill is higher than when I lived in a 7000 sq ft. home in Scottsdale, with a pool. I own a villa less than 1300 sq ft. I have no grass and the water is mostly for my desert plants outdoors. My yard also abuts to the common area which has the most plants and is suppose to be paid by HOA. A few years ago I had a leak that did not even show up and I had a \$300 bill! I asked my meter to be tested, and even replaced the meter. My bill is always no matter what over \$100 a month! This is a retired community, fixed incomes yet we seem to pay water for everyone else! It would be nice had the homes been built with a meter for the house and for the yard so we do not pay sewer charges on watering our plants. It would also be nice if we paid water bills like other communities! My friends who still live in Scottsdale a very affluent housing development pay half of what the owners in Corte Bell pay. Enough is enough!

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

docketed

\*End of Comments\*

Date Completed: 4/28/2014

Opinion No. 2014 - 115982

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

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Investigator's Comments and Disposition:

docketed

\*End of Comments\*

Date Completed: 4/28/2014

Opinion No. 2014 - 115988

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# 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**

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**Investigator:**

**Phone**

**Fax: (602) 542-2129**

**Priority: Respond Within Five Days**

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**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:**

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**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**

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**Investigator:** .....

**Phone:**

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

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**Opinion No.** 2014 - 115960

**Date:** 4/25/2014

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

**Complaint By:** **First:** Harry **Last:** Huffman

**Account Name:** Harry Huffman

**Home:** (000) 000-0000

**Street:**

**Work:**

**City:** Sun City

**CBR**

**State:** AZ **Zip:** 85373

**is:** Cellular

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

**Division:** Water

**Contact Name:** Karl Wilkins

**Contact Phone**

**Nature of Complaint:**

Name: Harry Huffman

Date: 4/18/2014

Address: 2

Phone

CityStateZip: Sun City, AZ

Cell:

Docket:

DocketNo: W-01303A-10-0448

Utility: Epcor

Email: az123

Comments: We just purchased a home in Corta Bella, but haven't yet moved in as we need to sell our home in Phoenix before we move. It has a drip system for the plants that remained on this past month after we closed on the house. Epcor just sent us our first bill for 34 days service and charged for the water used by the drip system. The cost they billed was \$40.76 for water and \$58.39 for wastewater or \$99.00 for this past month, even though we didn't even live there. Our water bill in Phoenix for a similar period was \$32.35, but we live in the Phoenix house and use water every day here. My wife and I are retired and on fixed income. I will have to shut off all water to trees and plants on the house we purchased, but are concerned that even when we do this, we may not be able afford these outrageous costs that are so out of line with other Arizona communities.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

docketed

\*End of Comments\*

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

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**Investigator:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

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**Opinion No.** 2014 - 115961

**Date:** 4/25/2014

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

**Complaint By:** **First:** John **Last:** Moore

**Account Name:** John Moore

**Home:** (000) 000-0000

**Street:** \_\_\_\_\_

**Work:** \_\_\_\_\_

**City:** Sun City

**CBR:** 000-000-0000

**State:** AZ **Zip:** 85373

**is:** Cellular

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**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**

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**Investigator:**

**Phone:**

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

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**Opinion No. 2014 - 115965**

**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:** 85375 **is:**

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**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

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

**Nature of Complaint:**

Name: Beverly Egger

Date: 4/19/14

Address:

Phone:

CityStateZip: Sun City West, AZ 85375

Cell:

Docket:

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

Utility: Epcor

Position: Pro

Email:

Comments: I am a widow, living in one of the smallest homes in Corte Bella. My last water bill was \$119.75. Of that amount, my water charges were \$32.49 and the wastewater treatment charges were \$85.45. The balance of the charges was "other charges" and taxes. I use my dishwasher once a week and do 2 or 3 loads of laundry per week. There is no excess or waste in the usage. I find these charges totally unreasonable. Please favorably consider Corte Bella's position in this matter. Document Nos. W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343 Thank you, Beverly Egger

\*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**

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**Investigator:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

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**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:** \_\_\_\_\_

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**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:** [redacted]

**Phone:** ( [redacted]

**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:** [redacted]

**Work:**

**City:** Sun City West

**CBR**

**State:** AZ Zip: 85375

**is:**

**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** (000) 000-0000

**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**

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**Investigator:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

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**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:** \_\_\_\_\_

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**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