

WS-01303A-14-0010



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ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (

Fax: (

ORIGINAL

Priority: Respond Within Five Days

Opinion No. 2014 - 116031

Date: 5/1/2014

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

2014 MAY 6 AM 9 57
AZ CORP DOCKET CONTROL
DOCKET CONTROL

Complaint By: First: Mark Last: Brantley

Account Name: Mark Brantley

Home:

Street:

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86429

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** WS-01303A-14-0010 *****

Customer sent the following -

I am trying to understand the need for another increase so soon. My rates have doubled and tripled since EPCOR took over from AZ American. The last change billing more for consumption, was unbelievable. I have lived all over the US and this is the most I have ever paid for water. I would like the commission to examine how efficient EPCOR is in running the business. I understand the need for capital expenditures and improving the infrastructure, but the well is dry on the consumer end. Please examine the application closely before approving.
End of Complaint

Utilities' Response:

Arizona Corporation Commission

DOCKETED

MAY 06 2014

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

DOCKETED BY

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Date: 5/1/2014

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

First:

Last:

Complaint By: David

Pralguske

Account Name: David Pralguske

Home:

Street:

Work:

City: Ft. Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** WS-01303A-14-0010 *****

Customer sent the following -

Why is EPCOR able to charge the residents of Mohave County, the poorest in the state such exorbitantly high rates? We currently pay \$56.69 per month for sewer water treatment. The majority of our water goes to watering plants and things that do not go to the sanitary sewer lines at all. They want to increase our rates to over \$80.00 per month. This is outrageous. The \$56.69 rate is out of line. Just because they built a facility to handle all the expected increase should not be the burden of only a few. Please do not approve this increase, instead ask EPCOR to become more efficient and quit buying new vehicles. I believe this is a serious case for mismanagement.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 5/1/2014

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