

WS-01303A-14-0010



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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2014 - 116068

Date: 5/5/2014

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

Complaint By: First: George Last: Loegering

Account Name: George Loegering

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2014 MAY 6 PM 9 59

Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Arizona Corporation Commission

DOCKETED

MAY 06 2014

Nature of Complaint:

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

Customer copied the Commission on the following sent to EPCOR -

DOCKETED BY

Epcor Water purchased the Arizona-American Water Company, Inc. after AAW was given a 40+% rate increase spread over the past three years. Now Epcor Water has an approved application with the Arizona Corporation Commission (Docket #VS-01303A-14-0010) for another permanent 20+% revenue increase for Sun City water and wastewater. This is even before the final phase of the prior increase kicks in. The new application requests a much higher increase in water and wastewater rates for condo owners and businesses on large meters who are less likely to complain because the cost increase is hidden in the condo fee or a business expense.

I object to Epcor's request because it is supposedly to repair a decaying system; utility businesses charge for the utility delivered and for system repair/replacement with every billing - since R&R is banked every month it not a realistic justification for an increase. Furthermore I have observed new Epcor vehicles on the local streets with much more presence than the prior water company vehicles. I have also had personal contact with Epcor employees/representatives on issues that could have been resolved amicably but went to court; nothing accomplished by them except lost time on regulatory non-issues having nothing to do with normal service that has been in place for 50 years.

According to my information, Epcor rates are unique to various geographic service districts. The existing rates reflect the differing cost to serve each geographic area. Sun City has been here a long time and enjoys low rates consistent with use, cost and investment. There are about 27,000 dwelling units in Sun City with about 47,000 residents. Most of these residents are not here all year long but water utilities continue every month whether they are using or not, whether there is one person or none. Certainly there is very little waste water generated in a typical residential unit here compared to a residence with a large family as in most other districts. Sun City is unique and we have retired seniors more or less on fixed incomes; they are here because there are no costs for

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school districts, there is no high priced government overhead and because most living costs are lower reflecting the actual status and consumption demands of the residents.

The Epcor rate increase request is without merit and is a simply designed to gouge the elderly and the businesses that support them without reasonable justification. One has to ask why Epcor invested in a defective system or was it that low existing rates were a increased profit probability? Notwithstanding most bills are paid automatically and there are few service complaints, customers got a letter announcing "good things are coming" with a new web site, new customer service and new account number- things that improve efficiency and benefit the business! Sounds like good things are coming to the company bottom line with no change to the customers except paying higher rates!

George A. Loegering,  
Resident and Minority Owner Sun City Country Club  
Sun City, AZ  
\*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: 5/5/2014**

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