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ARIZONA CORPORATION COMMI
UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116047 Date: 5/2/2014

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

Arizona Corporation Commission
DOCKETED
MAY 07 2014

Complaint By: First: Jeffrey Last: Tobey

Account Name: Jeffrey Tobey

Home:

Street:

Work:

DOCKETED BY

City: Peoria

CBR:

State: AZ Zip: 85383

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

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

ORIGINAL

Name: JEFFREY TOBEY
Date: 05/01/2014
Address:
Phone:
CityStateZip: PEORIA, AZ 85383
Cell:

Docket: EPCOR WATER AGUA FRIA WATER DISTRICT
DocketNo: WS-01303A-09-0448, WS-01303A-09-0343, W-01303A-09-0343
Utility: EPCOR WATER
Position: Other
Email:
Comments:

RECEIVED
2014 MAY - 1 P 12: 30
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

I have a serious question as to the issue of Epcor's rates in the Agua Fria Water District for the Crossriver, Dos Rios, and Corte Bella zones. I am a resident of Crossriver, and I attended the recent Epcor meeting in Corte Bella. I wish a member from the ACC would have been in attendance. After the meeting with Epcor, they seemed very comfortable to blame the ACC for the 2nd highest water rates in the nation. They essentially stated they are allowed to recoup costs, plus make a marginal profit. I don't believe this private company is operating completely within the parameters of law. Firstly, who approved the owning and operating of a vital utility by a company outside the United States? Isn't this a national security issue? If Epcor was owned and operated by the Chinese because they offered cheaper utilities, would they still be allowed. This is point #1. Secondly, the rates for the water do not exemplify parity with other water districts run by Epcor. This district covering these communities have experienced discrimination with no recourse to rectify the situation. Since Anthem withdrew from the water district, Epcor then passed the costs onto our district. However, these costs are not shared unilaterally across the board. The water districts in Surprise, Sun City West, and Buckeye do not see nearly the rates experienced

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UTILITY COMPLAINT FORM

in Crossriver, Dos Rios, and Corte Bella. Surprise, Sun City West, and Buckeye all share the same source of water we do, and our water travels to the same treatment facility in Tolleson; however, we share the brunt of the costs by Epcor. I pay over \$180 per month for water. I have a family of 5 with no pool and no grass. In surprise, the same water usage is roughly \$80 per month. This is discrimination on the part of Epcor, using the ACC's stamp of approval to carry out this extortion. We have no other alternatives for a water company to allow the free market to work. If we did, I am sure our entire community would have left Epcor years ago. Please bring Epcor back to the table. Demand why they are hiding behind the ACC in order to carry out this discrimination and extortion, and demand they correct the issue and spread their operating costs across their entire company, and not select water districts/communities. Thank you.

05/06/14 - Note: ACC Staff contacted Mr. Tobey and explained the process involved in how rates are set and how the entire process works up to the time the Commissioner make their decisions on the rate cases. After a lengthy conversation with customer ACC Staff asked customer if he would like the company to answer any specific question he may have and he declined but appreciated ACC Staff taking the time to explain the process to him)

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/06

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 5/6/2014

Opinion No. 2014 - 116047

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116085

Date: 5/7/2014

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

First:

Last:

Complaint By: Kenneth

Zeroll

Account Name: Kenneth Zeroll

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO. W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343*****
OPPOSE

Comments: I attended a meeting hosted by the Corte Bella Homeowners Association on 16 April 2014. The purpose was for EPCOR to justify our extremely high water and especially waste water rates compared to nearby districts in Sun City and Sun City West. The EPCOR Representatives explained that we are in a very small district, so their high costs are spread over just a few households. EPCOR had no explanation for our small district, but indicated that the ACC was responsible this despicable action. What say you? Whether the ACC or EPCOR or ACC and EPCOR working together is responsible, I strongly protest this unethical scheme. In fact, I am very disgusted. Remember when the ACC overruled an administrative law judge's ruling against the deconsolidation of the Anthem water district, leaving our district stuck with extreme costs? How was that legal? Does the ACC and EPCOR believe Corte Bella can afford to pay more, so they feel justified to make us pay to lower our neighbor's rates? I was hoping someone would realize the unfairness of this scheme and correct it, but nothing happened and the high rates that were imposed on us remained. My wife and I are retired and have a low income, mostly Social Security and a small pension. Taxes and outrageous utility rates are not trivial costs for us. But, what really angers me is a government agency conspiring with a utility to deliberately isolate a small group of homeowners in Corte Bella and Cross River for the imposition of extremely high rates because they have the power to do so. Obviously, the ACC has no guilt for their contemptible re-districting, so I don't expect any near-term corrections imposed on EPCOR to fix what you have done. This leaves me to recall your campaign promises about insuring fairness for all citizens, but like most progressive politicians your promises were nothing but lies. You can count on us remembering and broadcasting your deeds come election time.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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Noted and filed for the record in Docket.
End of Comments

Date Completed: 5/7/2014

Opinion No. 2014 - 116085
