

WS-01303A-14-0010



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

ORIGINAL

Priority: Respond Within Five Days

Opinion No. 2014 - 116211

Date: 5/16/2014

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

Arizona Corporation Commission

DOCKETED

MAY 16 2014

First:

Last:

Complaint By: Alan & Debbie

Callner

Account Name: Alan & Debbie Callner

Home: (

DOCKETED BY [Signature]

Street:

Work: (000) 000-0000

City: Bullhead City

CBR:

State: AZ Zip: 86426

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****RECEIVED FROM COMMISSIONER PIERCE'S OFFICE*****

*****OPPOSED TO RATE INCREASE*****DOCKET NO. WS-01303A-14-0010*****

From: Alan Callner [mailto:
Sent: Thursday, May 08, 2014 11:25 AM
To: Stump-Web; Pierce-Web; Burns-Web; BitterSmith-Web; Rburns-Web
Subject: Epcor Rate Increase Request

RECEIVED
2014 MAY 16 P 12: 56
AZ CORP COMMISSION
DOCKET CONTROL

Dear Arizona Corporation Commission:

We are twenty year residents of Fort Mohave, AZ and EPCOR is requesting an rate increase our sewer fee monthly rate \$56 to \$82 which is approximately 46%. This is excessive.

We are rural and mostly retired and the increase they are requesting most people can't afford. If this trend continues, not only will we lose current residents, but we won't be able to attract new residents. A new Wal-Mart will be built soon. Other business hopefully will follow soon. There are new home building in the area again. This should help their bottom line.

We request that you vote against the increase they are requesting.

Respectfully,

Alan & Debbie Callner

Fort Monave, AZ 86426-7056

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. WS-01303A-14-0010.

5/16/14 Sent the following message to consumers:

Good morning Mr. & Mrs. Callner,

My name is Carmen Madrid and I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have been assigned to handle your opinion regarding the rate increase application that has been filed by EPCOR in Docket No. WS-01303A-14-0010.

This is to inform you that your opinion will be filed in the Docket and will become public information. This opinion will also be distributed to each Commissioner.

Regards,

Carmen Madrid
End of Comments

Date Completed: 5/16/2014

Opinion No. 2014 - 116211

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116215

Date: 5/16/2014

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

Complaint By: First: Mark Last: Vuoso

Account Name: Mark Vuoso

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Bullhead City

CBR:

State: AZ Zip: 86426

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****RECEIVED FROM COMMISSIONER PIERCE'S OFFICE*****

*****OPPOSED TO RATE INCREASE IN DOCKET NO. WS-01303A-14-0010*****

From: Mark Vuoso [mailto:
Sent: Wednesday, May 14, 2014 9:35 PM
To: Pierce-Web
Subject: Re: Waste Water Increase

Sent from my iPad

On May 13, 2014, at 9:22 PM, Mark Vuoso

Dear Commissioners,

I would like to express my concern regarding the fifty percent increase in our waste water (sewage) in Fort Mohave Arizona.

Epcor water representatives stated in a public meeting they are not making enough profit for there employees,operating cost,etc..

Epcor purchased the water company from American Water.

This is the third proposed increase.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Myself and the entire community strongly protest this increase. This is a retirement community with many snow birds and the majority of us live on fixed incomes.

Frankly why should we pay more for our waste water than the water we drink to sustain our lives.

The Fort Mohave Indian council charges Mohave Valley residents only thirty two dollars a month for waste water, quite a difference in price with myself paying fifty nine a month to Epcor.

We hope your commission can intervene with Epcor to come to a reasonable solution.

I would like to thank all of you for your interest and concern in this very disturbing matter,

Mark T. Vuoso
Retired Firefighter/Battalion Chief

Fort Mohave, Az. 86420

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. WS-01303A-14-0010.

5/16/14 sent the following message to consumer:

Good morning Mr. Vuoso,

My name is Carmen Madrid and I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have been assigned to handle your opinion regarding the rate increase application that has been filed by EPCOR in Docket No. WS-01303A-14-0010.

This is to inform you that your opinion will be filed in the Docket and will become public information. This opinion will also be distributed to each Commissioner.

Regards,

Carmen Madrid
End of Comments

Date Completed: 5/16/2014

Opinion No. 2014 - 116215
