

COMMISSIONERS
BOB STUMP – Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



0000153458

ARIZONA CORPORATION COMMISSION

May 19, 2014

ORIGINAL

To: Docket Control

RE: EPCOR Water Arizona, Inc. *AAWC - Customer Comments (SEWER)
Docket No. WS-01303A-14-0010

Please docket the attached 11 customer comments OPPOSING a rate increase.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

MAY 20 2014

DOCKETED BY 

RECEIVED
2014 MAY 20 A 10:00
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116236

Date: 5/19/2014

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

Complaint By: First: Anna Maria Last: Alvarez

Account Name: . Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Fort Mohave CBR:

State: AZ Zip: 00000 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

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

From: AnnaMaria Alvarez [mailto:;
Sent: Saturday, May 17, 2014 1:21 PM
To:
Subject:

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.

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,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

AnnaMaria Alvarez

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 5/19/2014

Opinion No. 2014 - 116236

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116234

Date: 5/19/2014

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

Complaint By: **David Buckman**
First: David **Last:** Buckman

Account Name: David Buckman **Home:** (000) 000-0000

Street: n/a **Work:** (000) 000-0000

City: Fort Mohave **CBR:**

State: AZ **Zip:** 00000 **is:**

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: **Contact Phone:**

Nature of Complaint:

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

From: David Buckman [mailto:
Sent: Saturday, May 17, 2014 1:02 PM
To:
Subject: Epcor

As a retired person living here in Fort Mohave, I am very concerned regarding the potential increase in our rates from the Epcor company, it seems unreasonable that the company is so out of sorts, that they have to almost double our rates, in order to pay their bills, it seems that there is more of a problem here, that we are not aware of. I am against this increase.

David & Gerrie Buckman
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 5/19/2014

Opinion No. 2014 - 116234

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116237

Date: 5/19/2014

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

Complaint By: First: Pamela

Last: Bobbitt

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

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

From: Pamela Bobbitt [mailto:]
Sent: Sunday, May 18, 2014 4:59 PM
To
Subject: EPCOR WATER INCREASE - FORT MOHAVE, AZ

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.

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. What are we truly paying for?

It is my understanding that residents of Bullhead City and Fort Mohave Indian council charges their residents only thirty two dollars a month for waste water, quite a difference in price with myself paying fifty nine a month to EPCOR. My question to you...Commissioners, what makes Fort Mohave different from these other cities who are being charged less?

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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,

Pamela Bobbitt
Resident at
Los Lagos Community

Fort Monave, AZ 86420
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 5/19/2014

Opinion No. 2014 - 116237

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116238

Date: 5/19/2014

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

Complaint By: First: David Last: Castro

Account Name: . Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Fort Mohave CBR:

State: AZ Zip: 00000 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

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

From: David Castro [mailto:
Sent: Saturdav. May 17. 2014 2:33 PM
To:
Subject: EPCORE RATE INCREASE

MS MADRID

MY NAME IS DAVID CASTRO // I LIVE IN FORT MOHAVE AZ.

IT IS MY UNDERSTANDING THAT EPCOR (WASTE WATER TREATMENT) HAS A FOURTH RATE INCREASE PROPOSAL ON THE TABLE WITH THE ACC.

CURRENT RATE IS \$56 // INCREASE TO \$82 (46,4% INCREASE)

EPCOR RATE FOR BULLHEAD CITY AZ IS \$32 FOR THE SAME PRIVILIGE.

FORT MOHAVE INDIAN COUNCIL RATE FOR MOHAVE VALLEY IS \$32 FOR THE SAME PRIVILIGE.

I WOULD SUGGEST THAT EPCOR HAS TWO MORE OPTIONS TO CONSIDER.

1. SPREAD ENTIRE COST OF OPERATIONS TO INCLUDE ALL LOCAL CUSTOMER BASE. BULLHEAD CITY / FORT MOHAVE / MOHAVE VALLEY
2. BASE RATE ON CONSUMPTION OF WATER BY EACH CUSTOMER. UTILITIES INC (LOCAL WATER COMPANY) HAS ALL DATA ON MONTHLY CONSUMPTION BY CUSTOMER. WHAT COULD BE MORE

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

FAIR THAN ASKING CUSTOMERS TO PAY FOR WASTE WATER TREATMENT BASED ON THE AMOUNT OF WASTE WATER THAT YOU WOULD CONTRIBUTE ON A MONTHLY BASIS. NO MORE // NO LESS .

PLEASE FORWARD THIS OPINION TO THE COMMISSION MEMBERS'

A SU SERVICIO

DAVID OROZCO CASTRO
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 5/19/2014

Opinion No. 2014 - 116238

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116239

Date: 5/19/2014

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

First:

Last:

Complaint By: Rick & Doris

Semerenko

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

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

From: rick-doris semerenko [mailto:
Sent: Saturday, May 17, 2014 5:00 PM
To:
Subject: Protesting EPCOR's increase

We live in Ft Mohave, and chose this location for our retirement because we felt we could afford to live here on our limited income. We're very concerned about the excessive amount to which EPCOR is trying to increase our wastewater fees. We shouldn't have to pay more for wastewater than our drinking water, and we shouldn't have to juggle our income because of such an exorbitant amount they are requesting. My husband and I are retired, but there are people who live in Ft Mohave that have children. As hard as it will be for us to pay for this increase, it will cause an equal burden to those families, not to mention the numerous part time residents (snowbirds)

Please, for the sake of all of our residents, do not allow EPCOR to increase our rates.

Thank you in advance,

Doris Susca
Rick Semerenko
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 5/19/2014

Opinion No. 2014 - 116239

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116240

Date: 5/19/2014

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

First:

Last:

Complaint By: Jim & Jackie

Parris

Account Name:

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

Fort Mohave

CBR:

State:

AZ Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWC

Division:

sewer

Contact Name:

Contact Phone:

Nature of Complaint:

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

From: jackie parris [mailto:
Sent: Saturday, May 17, 2014 5:16 PM
To:
Subject: EPCOR waste water proposed increase

Good Morning,

As a citizen of Ft. Mohave and living within a retirement community my family and neighbors sewage treatment services are served by EPCOR. They recently purchased this service from American Water as part of a larger acquisition.

They are proposing a huge increase in rates (from \$56 to \$82). In their presentation they state they are not making enough money on this particular part of their purchase and operation because it is a small community with limited customers--I assume they mean low volume. They did not mention any of the other portions of the American Water purchase and their financial viability, i.e. do these other portions of the purchase make money, etc.

It appears they expect their customers, who have no control over who provides the service, are to pay for their bad business decision or their inability to operate profitably. If they were asking for a 5% or 10% increase I would not be writing this letter but they are asking for a 50% increase which none of us can afford within this retirement community. At our current rate of \$56 we are already paying far more than our neighboring Bullhead City and Mohave Valley cousins (\$32+-). Obviously these other service providers seem to know how to control costs.

We are at the mercy of these people and must ask for your assistance in challenging the size of the increase. We have lived here for 4 years and do not recall any large increases in the past so some small CPI increase may

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

be indicated ----but this huge jump should be an embarrassment to them since they recently concluded due diligence in the acquisition and obviously did a very bad job of it. Shame on them.

We should not have to pay disproportionate costs for a routine common service. Our water bills are already 2 times less expensive than our sewer bill and if this goes through that means we will be paying 4 times more to have the bad waste water leave the house than the good drinking water coming in. Pretty silly isn't it? I had no idea that our waste was so valuable!!!

Thanking you in advance for all you do and hope this review is a thorough one.

Jim and Jackie Parris
Retired Business Consultant

Ft. Mohave, Az. 86426
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 5/19/2014

Opinion No. 2014 - 116240

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116241

Date: 5/19/2014

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

Complaint By: First: Larry & Judy Last: Suydam

Account Name: Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Fort Mohave CBR:

State: AZ Zip: 00000 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

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

From: Larry Judy Suydam [mailto:
Sent: Saturday, May 17, 2014 7:24 PM
To:
Subject: sewer bill

Commissioners,

We live in Los Lagos in Fort Mohave, are both 74 yrs old and retired.. We worked hard all our lives and are living on a fixed income . We absolutely could not believe it when the sewer bill went up to over \$56.00 a month. Our water bill is around \$25.00 a month and we do not understand why the little waste water we produce costs double what our water does.. Now they want to raise it to over \$80.00. To pay a bill that size we are going to have to rework our whole budget. There is no place I've ever heard of that has a sewer bill that high. Please consider all this when making your decision, it's going to hurt a lot of people..

Thank you,

Larry & Judy Suvdam
Fort Mohave, AZ 86426

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 5/19/2014

Opinion No. 2014 - 116241

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: !

Priority: Respond Within Five Days

Opinion No. 2014 - 116242

Date: 5/19/2014

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

Complaint By: First: Rhonda Last: Godbehere

Account Name: Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Fort Mohave CBR:

State: AZ Zip: 00000 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

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

From: rhonda godbehere [mailto:
Sent: Sunday, May 18, 2014 8:39 AM
To:
Subject:

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.

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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Thank you for all your help...now is this sewer rate guaranteed for 10 years etc. Open ended pretty scary.

Rhonda Godbehere
California and Arizona Realtor
Laughlin Bullhead Investments in Bullhead City

--

Sincerely Submitted

Rhonda Godbehere

Cell: .

"A team Player that works to give you a home field advantage!"
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

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

Date Completed: 5/19/2014

Opinion No. 2014 - 116242

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116243

Date: 5/19/2014

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

Complaint By: First: Tom Last: Fitzpatrick

Account Name: Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Fort Mohave CBR:

State: AZ Zip: 00000 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

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

From: Tom Fitzpatrick
Subject: Projected Increase in EPCOR Rates.
Date: May 18, 2014 at 8:10:13 AM MST
To:

Attn: Corporation Commission

Subject: Projected increase of sewer rates by EPCOR in Fort Mohave.

Gentlemen,

I am, along with many other residents in the Fort Mohave area, extremely troubled by EPCOR'S effort to increase sewer rates in the area by some 50 percent. I can understand that an increase might be justified, but certainly not by the amount requested. This is largely a retirement community and folks living on fixed incomes are not in a position to either accept or sustain such a large increase. What is more troubling is the significantly lower rate being charged in neighboring Bullhead City.

While we have little opportunity or ability to protest or combat the continuing increase in life sustaining items, this just seems like piling on! I strongly protest the projected increase and respectfully suggest that EPCOR reevaluate their economic plan and temper their efforts to build and expand on the backs of those least positioned to support it.

An increase of over \$30.00 a month buys a lot of groceries, prescriptions and maybe even a few gallons of gasoline.

In summary, such a large increase in sewer fees is unconscionable and should not be allowed to occur.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you,

Tom Fitzpatrick
Police Chief (Retired)
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 5/19/2014

Opinion No. 2014 - 116243

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: , ,

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 116244

Date: 5/19/2014

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

First:

Last:

Complaint By: Jack & Jenny

Lynn

Account Name: .

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: (

Nature of Complaint:

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

From: Jenny Lynn [mailto:
Sent: Saturday, May 17, 2014 4:05 PM
To:
Subject: EP0OR RAISING SEWER RATES!!!!!!!!!!!!

We are writing you today to protest against the proposed sewer rate "adjustment" filed by EPCOR on March 10, 2014 with the ACC. We are to pay EPCOR a sewer bill of \$83.00 when others in this area pay less than \$30.00. This is unreasonable to this community of 1440 residents who are being targeted to pay for their poor business decisions. If anything our present rate over \$56.00 per month should be REDUCED to match other areas.

We request you to refuse EPCOR's increase and consider a reduction.

Thank you,

Jack & Jennv Lynn

Fort Mohave, AZ 86426
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 5/19/2014

Opinion No. 2014 - 116244

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116248

Date: 5/19/2014

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

Complaint By: First: Elizabeth Last: Yarborough

Account Name: Elizabeth Yarborough **Home:** (000) 000-0000

Street: n/a **Work:** (000) 000-0000

City: Fort Mohave **CBR:**

State: AZ **Zip:** 00000 **is:**

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: **Contact Phone:**

Nature of Complaint:

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

May 18, 2014

Dear Commissioners,

I am writing you today to protest against the proposed sewer rate "adjustment" filed by EPCOR on March 10, 2014 with the ACC.

EPCOR is requesting a sewer rate increase of 47%. They are asking the 1440 residents of the Mohave Wastewater District to pay for their poor business decisions. Imagine a Sewer Bill of \$83, while neighboring districts pay less than \$30? This is not reasonable! This is not right. This is not acceptable!

We are a community of mostly retired residents, living on fixed incomes. We have seen CD rates plummet, pensions disappear, and Social Security COLA rates barely increase over these last few years. Gasoline and grocery prices, however, continue to rise steadily. The Bullhead City/Ft. Mohave, AZ area ranks fourth in the Nation on the Poverty Level Scale.

During these hard times, certainly EPCOR can tighten its belt and re-examine its own business practices, and not ask its customer base to subject themselves to drastic rate increases, when they are already struggling to pay current bills.

I urge you to DECLINE Epcor's request for a rate increase in the Mohave Wastewater District!

Thank you for your time in listening to my concerns.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Elizabeth Yarborough

Fort Mohave, AZ 86426
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 5/19/2014

Opinion No. 2014 - 116248
