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0000153502

ARIZONA CORPORATION COMMISSION

May 21, 2014

To: Docket Control

ORIGINAL

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

Please docket the attached 6 customer comments OPPOSING a rate increase.

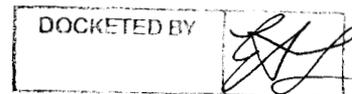
Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

MAY 22 2014



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AZ CORP COMMISSION
DOCKET CONTROL
2014 MAY 22 PM 9 36

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116305

Date: 5/21/2014

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

Complaint By: First: Pamela Last: Smith

Account Name: Pamela Smith

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: Pamella Smith

Date: May 20, 2014 at 10:29:28 PM PDT

To: "

Subject: EPCOR rate increase

I am appalled that EPCOR is asking for such a large increase of 40%. June 2007 a 25% increase was applied and on January another 15% was charged. If it is approved then we would be paying increases of 80% in 7 years.

This communities makeup is mainly retired, seniors, snowbirds and minimum wage residents. Such a large increase would impact the residents greatly.

I am a single household and do not use the same as a household of 4 or more and should not have to pay the same fees. The part timers also should not have to pay the same fees when they aren't even here.

I heard the the closest city (Bullhead City) to us pays about \$30.00 which is 1 1/2 times more. The housing market seems to be picking up and EPCOR needs to be patient and let the new customers bring in the extra that they want. I have never heard of a utility company reducing fees, so maybe they need to tighten their belts just like we have for the last 5 years.

Thank You
Pamella Smith

Fort Mohave, AZ 86426

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 5/21/2014

Opinion No. 2014 - 116305

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116306

Date: 5/21/2014

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

Complaint By: First: Sandra K. Last: Lavish

Account Name: Sandra K. Lavish 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*****

RE: Proposed EPCOR Rate Increase

I moved to Fort Mohave, Arizona just over four years ago. At the time I purchased my home, the EPCOR sewer rates had just increased from \$35 to \$56 per month. They are now requesting another increase from \$56 to \$82. This increase is whether you have one person in the household or ten! They told us at a recent meeting that the monthly rate cannot be based on usage because they don't have the individual water rates which are based on usage! It was pretty obvious that they don't really care if they have the water costs or not.

EPCOR has a small customer base in this area of approximately 1,448 customers, with very few non-residential customers in that base. They are expecting this base to make up the difference for their operating costs and their investment in the company. It's interesting that EPCOR sited as part of the operating expenses pension and life insurance for employees in addition to the nice salaries and other benefits. Maybe they should take a serious look at their 'overhead' before they try to pass it along to their customer base ... the great part of which is retirees and those of us on fixed incomes.

I am a military widow. My husband was killed in Vietnam in 1967. I have worked hard all my life and now I live on a fixed income. My military and Social Security benefits have little or no increases each year depending on the so-called 'Cost of Living' ... however EPCOR expects me to help meet their shortfall with a huge increase. That is totally not acceptable!

My water bill runs around \$22 in the Winter ... and they expect me to pay \$82 to cover the sewage for a household of one person. Residents in other areas only pay \$35 for their sewer services. I carefully watch all my expenditures, but there's no way I can on my sewer bill when EPCOR has the fixed rate per house! How is this fair?

I strongly urge you to take a look at the overall impact for us Seniors and other households. Please take into

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

consideration the individual impact it will have on each of us. I overheard other seniors say at the meeting ...
'what do they want us to lose our homes?'

Well I may have to move out of a community that I love and where I feel safe ... I have made sacrifices to be here, but my budget cannot compensate for such a huge increase. They ought to be ashamed of themselves.

I strongly plead with you to DECLINE EPCOR'S Mohave Waste Water District rate increase!

Respectfully,

Sandra K. Lavish

Fort Mohave, AZ 86426-7011

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: 5/21/2014

Opinion No. 2014 - 116306

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116307

Date: 5/21/2014

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

Complaint By: First: Larry Last: Blank

Account Name: Larry Blank 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*****

Dear !

I am writing to you to express my concerns regarding the 50% increase in our waste water fees in Ft Mohave Arizona. To my knowledge, this is the 3rd proposed increase. We live in a retirement community, of which the majority live on fixed incomes. This increase would mean our community would be paying more for our waste water, than the fresh water we drink.... how does this make any since?

The Ft Mohave Indian council only charges Mohave Valley residents \$32.00 a month for waste water. We are already paying EPCOR \$56.00 a month (not including the proposed increase!) We don't understand. We can not afford this type of increase.

We ask for your help. Thank you very much for your attention to this matter.

Regards,
Larry Blank
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: 5/21/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 116307

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 5/21/2014

Opinion No. 2014 - 116308

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid Phone: ; Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116315 Date: 5/21/2014

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

Complaint By: First: Last:
Stella Jean Bregent

Account Name: Stella Jean Bregent 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: Jean Bregent [mailto:;
Sent: Wednesday, May 21, 2014 9:51 AM
To:
Subject: EPCOR RATE INCREASE

The rate increase filed by EPCOR ON MARCH 10, 2014 with the ACC is exorbitant. This represents a 47% increase if it were to go to \$83 per month. This is not reasonable!

We should not be forced to pay for EPCOR's poor business decisions.

Sincerely,

Stella Jean Bregent

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
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 5/21/2014

Opinion No. 2014 - 116315

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2014 - 116330

Date: 5/21/2014

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

Complaint By: First: Susan Last: Sandlin

Account Name: Susan Sandlin 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: Susan Sandlin [mailto:
Sent: Wednesday, May 21, 2014 2:25 PM
Tc.
Subject: LOS LAGOS HOMEOWNERS INCREASE SEWER RATES NOT FAIR!

Attn: Carmen Madrid

Dear Ms Madrid
I am a homeowner in Los Lagos and I'm very upset to hear that your office is increasing our sewer rates from \$56.0 a month, (which is already high in my opinion) to \$82.00 a month !

This new increase is more than double that of Bullhead City (@ \$32.00 a month) and simply NOT acceptable.

The home we own is a vacation home, and rate increases like this are simply making it not affordable. I don't want to be forced out and sell our home by companies like your taking arbitrary rate increases. Not even a subtle one, but almost 50%!!!

\$82.00 a month to flush a toilet is not acceptable, please find another solution!

In disgust
Susan Sandlin
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: 5/21/2014

Opinion No. 2014 - 116330
