

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



0000153599

ARIZONA CORPORATION COMMISSION

May 28, 2014

To: Docket Control

ORIGINAL

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

Please docket the attached 12 customer comments **OPPOSING** a rate increase.

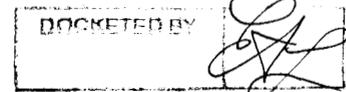
Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

MAY 29 2014



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WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116426

Date: 5/28/2014

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

Complaint By: First: Ron Last: Husein

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

Street: . 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: RON HUSEIN [mailto:
Sent: Wednesday, May 28, 2014 12:08 PM
To
Subject: Sewer increase

Dear Sirs:

I own a house in the Bella Vista Community Association, at

My water bill is usually under \$40 each month. I am only in town 4 times a year, yet you cannot turn off sewer unless water is turned off and water cannot be turned off if you want the small amount of plants we have in our yard to survive.

Our sewer bill is already higher than the water bill.

We own a house in Bullhead City and pay \$31 for sewer there.

It is difficult to understand how you can justify an increase and why you cannot take a standard amount out for yard water and then bill on the sewer according to water use or reduce the sewer bill to a much lower amount.

I know that you have too much control and that allows you to charge whatever you want, and a person like me who has three investment properties and one second home in your water/sewer district has little impact.

I know also that this letter and others like this will have no influence on you. I am just writing this because the Association believes that it could change your mind. I have found that bureaucrats such as yourselves and elected officials who you ultimately respond to do not care until the point is reached where the taxpayers (voters)

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

realize that the only solution is the ultimate one, replacing what exists.

I file a AZ tax return and pay taxes there. I do not use the house as my primary residence, so I have no vote in the matter. I hope the voters show there unhappiness and make a change.

If you are just doing your job and between a rock and a hard place, please excuse my ignorance. I am only looking for some sort of fair price, which would involve the cost of sewer being much lower that the cost of water.

Thank you for taking the time to read this.

Ron Husein

Menifee CA 92584

Phone:

Fax:

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 5/28/2014

Opinion No. 2014 - 116426

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116355

Date: 5/22/2014

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

First:

Last:

Complaint By: Howard & Beverly La Flair

Account Name: Howard & Beverly La Flair

Home: (000) 000-0000

Street:

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86442

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. WS-01303A-14-0010

I'm Howard La Flair of Bullhead City, Arizona and I attended a meeting of the EPCOR Water Co. that they gave voluntarily on the 7th of May about the water rate case process.

After speaking to Sheryl Hubbard and Jeff Stuck at the meeting, I was very dissatisfied with their information they gave. They told us what they wanted us to know, but we had to pry everything else out of them that we wanted to know.

Sheryl, "forgot" the most important part of the meeting until on gentleman asked her "How much is this going to increase per each household."

Then she said, "How could I be so foolish, I have that here in my paper somewhere." Then after some fumbling around she found her sheet of paper. She said if your meter size is 5/8" and you use 6,800 gallons it will increase \$9.08; if your meter is 3/4' and you use 15, 167 gallons it will increase \$12.46; if your meter is 1" and you use 23, 601 gallons it will increase \$23.41; and if your meter is 2" and you use 61, 883 gallons it will increase \$72.31.

Then when I asked Jeff Stuck about the hard water situation, he said, there was nothing he could do about it. I would have to get together with a group of other people and petition EPCOR, indicating we are willing to pay more for a higher level of treatment. Which to me is unfair, when EPCOR purchased North Valley Water Company, which serves the vicinity of Laughlin/Bullhead International Airport and their rates are not being affected by all.

Jeff also said that some of the water lines in our area have been here so long that they could possibly be getting corroded from being on a public base and they can't keep their formation.

Sincerely,

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Howard P. La Flair
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

5/22/14
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 5/22/2014

Opinion No. 2014 - 116355

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116410

Date: 5/28/2014

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

First:

Last:

Complaint By: **Albert & Bonita** **Miller**

Account Name: Albert & Bonita Miller

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: :

Sent: Friday, May 23, 2014 1:09 PM

To:

Cc: Stump-Web; Pierce-Web; Burns-Web; BitterSmith-Web; RBurns-Web

Subject: EPCOR Proposed Rate Hike

As homeowners in Mohave Valley, Arizona we are obligated to have Epcor Water company handle our waste water needs. They are proposing an increase from \$56.67 a month to over \$82.00 a month to process our residential sewer. We pay an average of \$20-30 a month for our fresh water supply. To have to pay \$82.00 a month to flush our toilets is an atrocity.

Epcor purchased this water company from Arizona American Water (AAW) in the past few years because AAW was unable to turn a profit. They overbuilt this huge new plant to service an anticipated unrealistic growth in this area. There area only about 1400 homes in this area and we certainly cannot support this gigantic plant. Knowing this was a huge mistake on the part of AAW, why would Epcor decide to purchase this inefficient company?

Not only should the Arizona Corporation Commission not grant a rate increase to Epcor, Epcor should be required to REDUCE the sewer rate based on consumption of each household. Neighboring waste water companies charge around \$30 a month. Please DO NOT grant their rate increase application. Epcor needs to find another way to do business.

Sincerely,
Albert Miller

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Bonita Miller
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 5/28/2014

Opinion No. 2014 - 116410

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116412

Date: 5/28/2014

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

Complaint By: First: Marilyn Last: Gabriele

Account Name: Maryline Gabriele Home: (000) 000-0000

Street: Work: (000) 000-0000

City: Fort Mohave CBR:

State: AZ Zip: 85426 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: MARE [mailto:
Sent: Saturday, May 24, 2014 5:17 PM
To: Pierce-Web; Burns-Web; BitterSmith-Web; RBurns-Web Stump-Web
Subject: PROPOSED SEWER INCREASE FOR EPCOR

For:
and.....Commissioners: Gary Pierce, Commissioner • Brenda Burns, Commissioner • Bob Stump, Chairman • Susan Bitter Smith, Commissioner • Bob Burns, Commissioner

I am a WWII widow and living on a really tight income. My husband had a VA pension based on his war wounds and that vanished when he died 2 years ago. I cannot qualify because I make more than \$7,000 a year. I don't mean to sound pitiful but just want the commission to know how difficult it is to pay the sewer bill we have at the present time and there is no way to make it less. With the water and electricity, I can just use less.

Why did Epcor purchase this plant if they could not afford the operation without raising our rates? Our community paid to install a pipe line so we could get effluent water for our lakes and we are paying them for that water. Until we agreed to do that, they were paying an outrageous amount to pump it through to the Indians. And now they want to raise our rates for the sewer? They collect our waste, treat it and sell it back to us? Some deal!

Eventually, (building is increasing here) they will have even more homes hooking up and paying their rates, so do you think they will lower ours then? Never!

So, I am hoping you will hear from all of us here in Los Lagos (Bella Vista Community) and take our concerns into consideration when you have to decide on their request to increase our sewer rates.

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Thank you for any help you may give us,

Marilyn Gabriele
Vice President. Los Laqos Board of Directors

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 5/28/2014

Opinion No. 2014 - 116412

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 5/28/2014

Opinion No. 2014 - 116413

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116414

Date: 5/28/2014

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

First:

Last:

Complaint By: Ginger

Lavender

Account Name: Ginger Lavender

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 85426

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: GINGER LAVENDER [mailto:
Sent: Monday, May 26, 2014 5:59 AM
To:
Subject: EPCOR proposed rate increase

To whom it may concern:

I am a resident on Los Lagos and am writing you to register my horror that EPCOR is proposing once again to raise our sewer rates to \$82 per month.

The \$56 rate they presently charge averages two and a half times what I pay for water to drink and bathe with. Something must be wrong with this picture!

When I moved here in 2001 the rate to Arizona American was \$29 which was twice the water bill but EPCOR is asking for more than 4 times my water bill. We are retired and find these increases an undue burden. Please help!

Thanks in advance,
Ginger Lavender
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. closed
End of Comments

Date Completed: 5/28/2014

Opinion No. 2014 - 116414

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 5/28/2014

Opinion No. 2014 - 116415

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Maribel Johnson

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. closed
End of Comments

Date Completed: 5/28/2014

Opinion No. 2014 - 116418

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116416

Date: 5/28/2014

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

First:

Last:

Complaint By: Anna Maria

Alvarez

Account Name: Anna Maria Alvarez

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 85426

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: Wednesday, May 28, 2014 9:00 AM
To:
Subject:

I am opposed to such a large increase.

Why should we be paying three times as much to get rid of sewer water than it costs to bring in fresh water?

AnnaMaria Alvarez

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 5/28/2014

Opinion No. 2014 - 116416

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 - 116417

Date: 5/28/2014

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

First:

Last:

Complaint By: Elizabeth

Nelson

Account Name: Elizabeth Nelson

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 85426

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: Liz Nelson [mailto:
Sent: Wednesday, May 28, 2014 9:25 AM
To:
Subject: epcor

The rate increase that EPCOR is requesting is totally out of line. We have never lived anywhere where the sewer rates are this high (including California). Most of the people who live in this community are retired and live on fixed incomes. We cannot afford to have a rate increase this high. This rate is excessive even for people not on a fixed income.

Elizabeth Nelson/Las Lagos
End of Complaint

Utilities' Response:

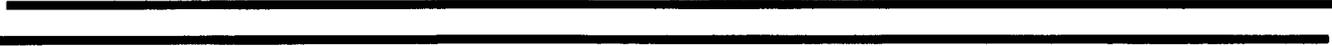
Investigator's Comments and Disposition:

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

Date Completed: 5/28/2014

Opinion No. 2014 - 116417

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM



**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Richard Martinez**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion No.** 2014 - 116334**Date:** 5/21/2014**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** David **Last:** Hellings**Account Name:** David Hellings **Home:****Street:** email **Work:****City:** Phoenix **CBR:****State:** AZ **Zip:** 85000 **is:****Utility Company:** EPCOR Sewer *AAWC**Division:** sewer**Contact Name:** **Contact Phone:****Nature of Complaint:**

Docket No. WS-01303A-14-0010

Comments: Dear Commissioners

I live in Fort Mohave AZ., our sewage plant is the Wishing Well Waste Water Plant. It has been bought and sold twice in the last 12 years by large corps. Arizona American Water being the first wanted to raise our rates to \$92.00 month because of the need to double the plant for the housing boom that didn't happen. The ACC slapped their wrist but still gave them a smaller increase. Now EPCOR bought the plant 2 or 3 years ago from AAW and they are asking the ACC for an increase and basically for the same reason AAW wanted one. Our sewage rates are \$56.67 a month now and they're asking for an increase to approximately \$83.00 a month. Our neighboring communities to the north and south of us rates of \$31.00 and \$34.00 respectively. I don't understand how other waste water companies in our area can operate to code and at a lesser fee with the same quality service. We are a small community of about 1400 residence, the vast amount of people that own homes here are retirees and snow birds. Right now we are paying almost 100% more than any one else in Mohave County, for us to get another increase would be an injustice, a decrease would be more in line. Maybe EPCOR should sell the plant to a corp. that is smaller and does not have the high operating cost that a corp. of their size has.

Sincerely, David Hellings

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

5/23

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Date Completed: 5/23/2014

Opinion No. 2014 - 116334

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 5/28/2014

Opinion No. 2014 - 116337
