

W-01303A-10-0448



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax: ORIGINAL

Priority: Respond Within Five Days

Opinion No. 2014 - 116513

Date: 6/2/2014

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

Arizona Corporation Commission

DOCKETED

JUN 04 2014

First:

Last:

Complaint By: Gina

Schlink

Account Name: Gina Schlink

Home:

DOCKETED BY

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 Nos: W-01303A-10-0448, WS-01303A-09-0343, W-01303-A-09-0343

From: Util-PublicComment
Sent: Monday, June 02, 2014 11:19 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Gina Schlink
Date: 06/02/2014
Address:
Phone:
CityStateZip: Sun City West, AZ 85375
Cell:
Docket: water/waste water rate issues
DocketNo: W-01303A-10-0448, WS-01303A-09-0343, W-01303-A-09-0343
Utility: Epcor Water
Position: Pro

Email:

Comments:

My husband and I moved to Corte Bella one year ago from Illinois. The water rates charged y Epcor are outrageous. When we moved in we replaced all appliances and faucets with high efficiency ones. I work full time and am out of the house 12-15 hours per day and we do not water the yard, have no pool and no leaks. Our water bill on average for the two of us is \$182-\$200 per month. We cannot afford to continue to pay this and are

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seriously considering have to move at some point.

When we were staying with family in Sun City, 6.5 miles away, my sister-in-law paid \$34 per month for the three of us and her service is Epcor. We cannot use our soaking bath tub as we cannot afford to fill it. When I take a shower I turn the water off while I soap up to conserve water. When we wash our hands we turn the water off while soaping up. We never let the water run as all we see is dollar signs going down the drain. We even try to conserve on flushing the toilet. Water is a necessity and I am sure no one outside of Corte Bella has to do the things that we do. Who cannot afford to fill a bathtub??

We are also paying additional fees through our HOA to maintain the grounds. Epcor has increased rates in excess of 140% for the residents of Corte Bella and this is an extreme hardship for us. I paid \$400 per year in Illinois and I am now paying around \$2,400 per year for water, more than my APS and SWG bills combined. How can this state continue to allow the Corte Bella residents to be gouged to this extreme??? This is pure discrimination and it cannot be allowed to continue. Epcor is allowed to bill for waste water they cannot measure?? My waste water charges alone are over \$100 a month. Something needs to be done or Corte Bella is going to be a ghost town and people are going to leave. And, there is going to be another INCREASE to rates in July and another one in 2015!!! Please put a stop to this gouging of Arizona citizens so we can stay in our homes and use water like normal people. I would like to be able to use the bathtub in my house one day. I'm sure all the people that work for Epcor can afford to fill their bathtubs.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/02

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 6/2/2014

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