

ORIGINAL FORMAL COMPLAINT



0000154097

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Arizona Corporation Commission

DOCKETED

OCT 03 2014

DOCKETED BY 

Attorneys for Town of Fountain Hills

BEFORE THE ARIZONA CORPORATION COMMISSION

COMMISSIONERS

BOB STUMP, Chairman

GARY PIERCE

BRENDA BURNS

BOB BURNS

SUSAN BITTER SMITH

W-02113A-14-0359

13 IN THE MATTER OF THE TOWN OF
14 FOUNTAIN HILLS' FORMAL
15 COMPLAINT AGAINST CHAPARRAL
16 CITY WATER COMPANY.

Docket No. _____

FORMAL COMPLAINT

17 Pursuant to A.R.S. §40-246(A) and A.A.C. R14-3-106(L), the Mayor and Town
18 Council of the Town of Fountain Hills (collectively, "Fountain Hills") file this formal
19 complaint against Chaparral City Water Company ("CCWC"), an Arizona corporation.

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2014 OCT 3 PM 1 58

1 Fountain Hills alleges as follows:

2 **PARTIES AND JURISDICTION**

3 1. Fountain Hills is an Arizona municipal corporation.

4 2. Mayor Linda Kavanagh is the duly elected Mayor of the Town of
5 Fountain Hills.

6 3. Vice Mayor Cecil Yates is a duly elected member of the Town Council of
7 the Town of Fountain Hills.

8 4. Dennis Brown, Ginny Dickey, Tait Elkie, Cassie Hansen, and Henry
9 Leger are duly elected members of the Town Council of the Town of Fountain Hills.

10 5. CCWC is an Arizona public service corporation, regulated by the
11 Commission and provides water service to Fountain Hills and its residents.

12 6. Upon information and belief, Epcor Utilities Inc., headquartered in
13 Edmonton, Alberta, Canada, acquired CCWC in 2011.

14 7. Upon information and belief, the City of Edmonton, Alberta, Canada is
15 the sole shareholder of Epcor Utilities, Inc.

16 8. Jurisdiction and venue are proper before the Commission pursuant to
17 A.R.S. §§ 40-246 *et seq.* and A.A.C. R14-3-106(L).

18 **ALLEGATIONS COMMON TO ALL COUNTS**

19 9. CCWC filed a rate case application with the Arizona Corporation
20 Commission on April 26, 2013. CCWC's rate case application is located at Docket
21 Number W-02113A-13-0118 ("Rate Case").

22 10. Fountain Hills intervened in the Rate Case on August 2, 2013 and filed the
23 direct testimony of Town Manager, Kenneth W. Buchanan on December 23, 2013.

24 11. CCWC requested a 34.83% rate increase in its Rate Case.
25
26

1 12. CCWC also requested a System Improvement Benefit charge (“SIB”)
2 permitting annual rate increases for the next five years to reimburse it for infrastructure
3 investments without undergoing a rate case.

4 13. CCWC’s engineer admitted under oath at the hearing before ALJ Teena
5 Jibilian that the plant recovery associated with the SIB infrastructure charges could
6 wait until the next rate case. Specifically, CCWC’s engineer, Candace Coleman
7 testified:

8 Q. Let me ask you, Ms. Coleman, why can't the company
9 make the repairs and the improvements and then request recovery in
10 the next rate case, which is the traditional way things are done?

11 A. We could. [Hearing Transcript at 498-499.]

12 14. The Residential Utility Consumer Office (“RUCO”) recommended a
13 7.87% rate increase and that the Commission deny CCWC’s request for a SIB
14 surcharge.

15 15. Arizona Corporation Commission Staff (“ACC Staff”) recommended an
16 11.23% rate increase.

17 16. Fountain Hills requested that the Commission adopt the rate increase
18 recommended by ACC Staff in the testimony of Kenneth W. Buchanan.

19 17. After presiding over the rate hearing and hearing testimony from all
20 parties, Administrative Law Judge Teena Jibilian’s Recommended Opinion and Order
21 (“ROO”) recommended an approximate 16.28% increase and a revenue requirement of
22 \$1,625,544 in year one.

23 18. The Commission issued Decision Number 74568 on June 20, 2014 and
24 later issued an amended decision, Decision Number 74585 on July 30, 2014
25 (“Decision”).
26

1 19. The Commission's Decision disregarded the recommendations of RUCO,
2 ACC Staff, Fountain Hills and ALJ Jibilian and granted CCWC a year one revenue
3 requirement of \$2,054,093 or a 26.4% increase over the ALJ's recommendation.
4 CCWC's year one increase constitutes a 172.09% increase over the recommendation of
5 RUCO and a 57.48% increase over ACC Staff's recommendation. [See Chaparral Rate
6 Case, attached hereto as Exhibit A.]

7 20. The Commission's Decision also granted CCWC a SIB charge rate
8 increase of 3.87% in 2015, 3.72% increase in 2016, 3.79% increase in 2017, 3.80%
9 increase in 2018 and 3.67% increase in 2019. CCWC's SIB surcharge will constitute
10 an additional 19.23% increase in rates by 2019. [See Exhibit A.]

11 21. By 2019, CCWC will have increased Fountain Hills' rates by 43.0%.

12 22. The Commission's Decision became effective for all rates and charges to
13 Fountain Hills and its citizenry on July 1, 2014. [Decision 74568 at p. 60, ll. 14-15.]

14 23. As of October 2, 2014, 64 citizens of the Town of Fountain Hills have
15 complained to the Commission in Docket No. W-02113A-13-0118 concerning
16 CCWC's unjust and unreasonable rates and charges, since the Decision became
17 effective. [See Consumer Complaints filed in Docket No. W-02113A-13-0118,
18 attached hereto as Exhibit B.]

19 24. William Schmid, a citizen of Fountain Hills, complained on July 21, 2014
20 that he is elderly and home bound. He has lived in his home for 23 years. Due to
21 CCWC's unreasonable and unjust rates and charges, Mr. Schmid has tried to limit water
22 usage by washing dishes, showering and flushing his toilet only once per day. Despite
23 his conservation efforts, Mr. Schmid was reportedly charged \$115.00 for only 15 days
24 of service by CCWC after the rate increase. Mr. Schmid further states that he will have
25 no choice but to sell his home and move, because he cannot afford CCWC's water rates
26

1 and charges. [See Complaint of William Schmid, dated July 21, 2014, attached hereto
2 as Exhibit C.]

3 25. James Green, an 81-year-old resident of Fountain Hills, complained on
4 August 13, 2014, that he is on a fixed income, that CCWC's rates are too high and "he
5 can't afford to be paying these high bills." [See Complaint of James Green, dated
6 August 13, 2014, attached hereto as Exhibit D.]

7 26. James McDonald asked the Commission on August 13, 2014 to reconsider
8 the rate increase it granted CCWC. Mr. McDonald stated that CCWC's rate structure
9 and SIB charge would lead to a "massive increase" in water bills. Mr. McDonald
10 further stated that the rates unreasonably favor CCWC and its investors. [See
11 Complaint of James McDonald, dated August 13, 2014, attached hereto as Exhibit E.]

12 27. Dale Carriere complained to the Commission on August 13, 2014 that
13 CCWC's rates are "totally unreasonable and unjustified." Mr. Carriere further stated
14 that the Commission ignored all input on water rates except those from CCWC, failed to
15 protect consumers and favored utilities. [See Complaint of Dale P. Carriere, dated
16 August 13, 2014, attached hereto as Exhibit F.]

17 28. Dawn Richards complained on August 14, 2014 that the "ridiculous" and
18 "extremely unfair" rates of CCWC must be "reassessed and stopped." Ms. Richards
19 stated that an approximate 50% increase over the next 5 years, due to CCWC's SIB
20 charge, is "too high," "unnecessary" and a "financial burden" on CCWC's customers.
21 [See Complaint of Dawn Richards, dated August 14, 2014, attached hereto as Exhibit
22 G.]

23 29. Philip C. Horltdt, Chairman of the Finance Committee of The Terraces at
24 Fountain Hills HOA, complained to Commissioners Stump, Pierce, Bitter Smith, Bob
25 Burns and Brenda Burns on August 15, 2014 that CCWC's SIB charge is a "stealth
26 increase of over 20 percent phased into the next 5 years," without the benefit and

1 wisdom of “new [rate] hearings.” Mr. Horldt further complained that the Commission
2 ignored the recommendations of RUCO, the administrative law judge, its own staff,
3 consumers and “based its decisions on company interests” when it approved CCWC’s
4 unjust and unreasonable rates and charges. Mr. Holdt “strongly” urged the Commission
5 to reconsider CCWC’s rates and charges and give more weight to the recommendations
6 of ACC staff, the administrative law judge, RUCO and consumers, and “less weight to
7 company interests.” [See Complaint of Philip C. Horldt, dated August 15, 2015,
8 attached hereto as Exhibit H.]

9 30. Paul D’Anna complained on August 15, 2014 that CCWC’s rate structure
10 is “unreasonable and leaves room for high increases and no input from outside entities”
11 or consumers. Mr. D’Anna stated that there “needs to be a public hearing process for
12 rate increases” and CCWC’s SIB charges “do not allow due process and public input to
13 future rate increases.” Mr. D’Anna asks the Commission to take another look at
14 CCWC’s rates and charges. [See Complaint of Paul D’Anna, dated August 15, 2014,
15 attached hereto as Exhibit I.]

16 31. Gary Zuanetti complained on August 18, 2014 that CCWC’s rates are
17 “exorbitant” and that CCWC’s rates are “unfair considering [CCWC’s] healthy balance
18 sheet.” Mr. Zuanetti does not believe that consumers should be responsible for funding
19 CCWC’s infrastructure via the SIB charges. [See Complaint of Gary Zuanetti, dated
20 August 18, 2014, attached hereto as Exhibit J.]

21 32. David and Marti Dawkins complained to Chairman Bob Stump on August
22 14, 2014 that consumers should not be forced to pay for CCWC’s infrastructure
23 improvements due to Epcor’s failure to conduct proper due diligence when it acquired
24 CCWC. Mr. and Mrs. Dawkins ask the Commission to reconsider CCWC’s “exorbitant
25 fees” and seek input from consumers affected by them. [See Complaint of David and
26 Marti Dawkins, dated August 14, 2014, attached hereto as Exhibit K.]

1 39. CCWC is a public service corporation and the reasonableness of its rates
2 are under the exclusive jurisdiction and authority of the Commission.

3 40. CCWC's rates and charges are unjust and unreasonable and are in
4 violation of Article 15, Section 12 of the Arizona Constitution.

5 41. The Commission should order CCWC to appear and show cause why its
6 rates and charges are not unjust and unreasonable and in violation of Article 15, Section
7 12 of the Arizona Constitution and why it should not be ordered to cease and desist
8 from charging unjust and unreasonable fees and charges.

9 **COUNT TWO**
10 **CCWC'S SIB SURCHARGE IS UNCONSTITUTIONAL**

11 42. Fountain Hills realleges and incorporates by reference the allegations in
12 the foregoing paragraphs.

13 43. Article 15, Section 14 of the Arizona Constitution obligates the
14 Commission to determine the fair value of a utility's property and utilize the fair value
15 determination as a rate base for the purpose of calculating just and reasonable rates.

16 44. The Arizona Constitution requires that a fair value determination be made
17 and used as the base in fixing rates of a public service corporation and the
18 "reasonableness and justness of the rates must be related to this finding of fair value."
19 *Simms v. Round Valley Light & Power Co.*, 80 Ariz. 145, 151, 294 P.2d 378, 382
20 (1956).

21 45. The purpose of the Commission, and the constitutional requirements
22 regarding how it functions, is to protect consumers from abuse and overreaching by
23 public service corporations. *Ariz. Corp. Comm'n v. State ex rel. Woods*, 171 Ariz. 286,
24 295, 830 P.2d 807, 816 (1992).

25 46. The Constitution limits the Commission's ability to set rates outside of a
26 rate case examining all costs and revenues. Arizona courts have previously invalidated

1 rate increases which fail to consider the overall impact of a rate increase on the public
2 service corporation's rate of return and without a determination of the public service
3 corporation's rate base. *See Scates v. Ariz. Corp. Comm'n*, 118 Ariz. 531, 534, 587
4 P.2d 612, 615 (App. 1978).

5 47. CCWC's SIB surcharge is unconstitutional because it permits annual rate
6 increases without Commission examination of CCWC's fair value and its costs and
7 revenue and allows rate increases between rate cases.

8 48. The Commission should declare CCWC's SIB charge illegal and
9 unconstitutional and order CCWC to cease and desist from increasing its rates annually
10 via a SIB charge.

11 WHEREFORE, Fountain Hills requests that the Commission:

12 A. Direct CCWC to appear and show cause why its rates and charges are not
13 unjust and unreasonable and in violation of Article 15, Section 12 of the
14 Arizona Constitution and why it should not be ordered to cease and desist
15 from charging unjust and unreasonable rates and charges;

16 B. Enter an order declaring CCWC's rates and charges unjust and unreasonable
17 under Article 15, Section 12 of the Arizona Constitution;

18 C. Schedule a hearing permitting input from RUCO, ACC Staff, Fountain Hills
19 and its citizenry and thereafter set reasonable rates and charges;

20 D. Declare CCWC's SIB charge illegal and unconstitutional and order CCWC to
21 cease and desist from increasing its rates annually via a SIB charge;

22 E. Pursuant to A.R.S. § 40-246(C), set the time and place for a hearing upon this
23 Formal Complaint; and

24 F. Provide for such other relief as the Commission deems just and reasonable.
25

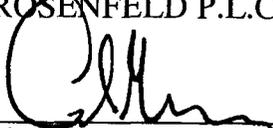
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DATED this 3rd day of October, 2014.


Fountain Hills Mayor Linda Kavanagh

GUST ROSENFELD P.L.C.

By: 
Andrew J. McGuire
David A. Pennartz
Landon W. Loveland
Attorneys for Town of Fountain Hills

ORIGINAL AND THIRTEEN COPIES
of the foregoing filed this 3rd day
of October, 2014 with:

Docket Control
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

COPY of the foregoing hand delivered/
mailed this 3rd day of October, 2014 to:

Michael Hallam
Lewis and Roca LLP
40 North Central Avenue
Phoenix, Arizona 85004
Attorneys for Chaparral City Water Company


/s/ Landon W. Loveland

Exhibit A

CHAPARRAL RATE CASE

DISCUSSION OF RECENT RATE CASE AND EFFECT
ON RATEPAYERS



REVENUE REQUIREMENTS COMPARISON

PROPOSED BY

Company - EPCOR \$ 2,727,122

Commission – APPROVED – YR 1 \$ 2,054,093

ROO / Adm. Law Judge \$ 1,625,544

ACC Staff Analysts \$ 1,304,325

RUCO \$ 754,940



Commission Decision and the Effects on Ratepayers

Commission Approved Revenue Increase	\$ 2,054,093
Administrative Law Judge (ALJ's)	<u>\$ 1,625,544</u>
Additional Costs to Ratepayers – Year 1	\$ 428,549

The additional revenues of \$428,549, approved by the Commission, represents a 26.4% increase over and above what the Administrative Law Judge recommended. The additional increase was approved by the Commissioners and not one asked the effect the additional increase would have on the ratepayers.



BUT IT'S GOING TO GET WORSE

SYSTEM IMPROVEMENT BENEFIT CHARGE

<u>YEAR</u>	<u>INCREASE PER YEAR</u>	<u>INCREASE PER MONTH</u>	<u>PERCENTAGE</u>
2015	\$ 308,618	\$ 1.76	3.87 %
2016	\$ 296,752	\$ 1.69	3.72 %
2017	\$ 302,579	\$ 1.73	3.79 %
2018	\$ 303,159	\$ 1.73	3.80 %
2019	<u>\$ 291,406</u>	<u>\$ 1.67</u>	<u>3.67 %</u>
TOTALS	\$1,502,514	\$ 8.58	19.23 %

The System Improvement Benefit ("SIB") projects have already been approved by the Commission. Once the expenditures are made in the respective years the above rates will go into effect when submitted to the ACC Staff for review. No additional rate case is required to implement the addition to rates.

BUT IT'S GOING TO GET WORSE --SLIDE 2

<u>YEAR</u>	<u>CURRENT RATE</u>	<u>INITIAL INCREASE PER MONTH</u>	<u>SIB INCREASE PERCENTAGE</u>	<u>ADJUSTED RATES</u>
2014	\$ 37.85	\$ 7.68	-0-	\$ 45.53
2015	\$ 45.53	\$ 1.76	3.87 %	\$ 47.29
2016	\$ 47.29	\$ 1.69	3.72 %	\$ 48.99
2017	\$ 48.99	\$ 1.73	3.79 %	\$ 50.71
2018	\$ 50.71	\$ 1.73	3.80 %	\$ 52.45
2019	\$ 52.45	\$ 1.67	3.65 %	\$ 54.11

The Order as approved by the Commission states that the rate increase on the average residential ratepayer is \$7.68 per month or 20.3%. In reality, the rates increase each year and at the end of year five the rate has increased to \$54.11, a percentage increase of 43.0%.

WE'RE NOT FINISHED YET

COMMISSIONERS APPROVAL vs. ALJ

- Additional Depreciation Expense Additional Depreciation Expense through the use of the Group Depreciation Method as opposed to the modified Vintage method, and the continuation of over-depreciating Utility Plant Assets.
- Changing the Rate of Return on Rate Base from 8.06 percent to 8.95 percent.

ADDITIONAL APPROVALS

Declining Usage	\$ 22,174
Tank Maintenance Expense (18years)	\$ 202,184
Additional Post Test Year Plant over what RUCO recommended	\$ 2,278,882
System Improvement Benefit	\$ 1,502,514



Exhibit B

W-02113A-13-0118



0000154912

OPEN MEETING AGENDA ITEM
ARIZONA CORPORATION COM.
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 117162

Date: 7/21/2014

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

ORIGINAL

Complaint By: First: William Last: Schmid

Account Name: William Schmid

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 00000

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE *****DOCKET NO. W-02113A-13-0118*****

Consumer is elderly and is home bound. He states that he has lived in this home for 23 years. He states that he received his first bill with the increase and it was shy \$10 in comparison to his electric bill. For 15 days of service he was charged \$115.00. They try to conserve by washing dishes once a day, flushing the toilet once a day and showering once a week. He will now have no choice but to sell the home and move away because they can't afford to pay for the water at this new rates.

End of Complaint

Arizona Corporation Commission

DOCKETED

JUL 22 2014

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

End of Comments

DOCKETED BY

Date Completed: 7/21/2014

Opinion No. 2014 - 117162

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
JUL 22 A 9:08
RECEIVED



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



RECEIVED JONI JERON
Executive Director

ARIZONA CORPORATION COMMISSION AUG 14 P 3 13

AZ CORP COMMISSION
DOCKET CONTROL

August 14, 2014

To: Docket Control

RE: Chaparral City Water Company – EPCOR

Docket No. W-02113A-13-0118

ORIGINAL

Please docket the attached 18 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
AUG 14 2014

DOCKETED BY

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117578

Date: 8/11/2014

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

First:

Last:

Complaint By: Darlene

Klamaier

Account Name: Darlene Klamaier

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is: E-Mail

Utility Company. Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No: W- 02113A-13-0118

From: Util-PublicComment
Sent: Saturday, August 09, 2014 2:49 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Darlene Klamaier
Date: 8-8-2014
Address:
Phone:
CityStateZip: Fountain Hills, Az.
Cell:
Docket:Rate
Docket No: W02133A-13-0118
Utility: Chaparral Water Company
Position: Con
Email:
Comments:

Sorry, I had sent in a request prev., but had the wrong docket number. This one is correct. We are very concerned re: the increase in our water bill. Although it said was going up a smaller percentage, it actually almost doubled this month. There are no leaks, etc. Then it is said that in a couple of years, it would really double. That would mean \$300 a month for a normal residential house with 2 people in it. I can see a rate increase of 10%. Every business has to make money. But this is truly unacceptable. Please, please rehear the recent rate increase.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/11

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/11/2014

Opinion No. 2014 - 117578

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117582

Date: 8/11/2014

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

First:

Last:

Complaint By: Joanne & Don

Meehan

Account Name: Joanne & Don Meehan

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company. EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-02133A-13-0118

From: Util-PublicComment
Sent: Saturday, August 09, 2014 11:32 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Joanne & Don Meehan

Date: 8/9/14

Address:

Phone:

CityStateZip: Fountain Hills

Cell:

Docket: 02133A-13-0118 water rate increase & SIB

DocketNo: 02133A-13-0118

Utility: EPCOR Water

Position: Con

Email:

Comments:

We are strongly opposed to the recent approval of your vote to increase EPCOR's rate increase to 17.81 percent per household & to also approve the SIB for the next five years! No consideration has been given to others' recommendations and the SIB piece is literally giving the company a blank check to spend this money any way it sees fit with no oversight! We as consumers, do not need to be "guinea pigs" for the first SIB in the state! Your actions need to be reconsidered, rescinded and further input needs to be taken most seriously.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/11

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/11/2014

Opinion No. 2014 - 117582

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/11

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/11/2014

Opinion No. 2014 - 117583

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117608

Date: 8/11/2014

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

First:

Last:

Complaint By: Gary & Raenette Hamann

Account Name: Gary & Raenette Hamann

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DocketNo:W-02133A-13-0118

From: Util-PublicComment
Sent: Saturday, August 09, 2014 6:48 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Gary & Raenette Hamann
Date: 8/9/2014
Address:
Phone:
CityStateZip: fountain hills, AZ 85268
Cell:
Docket: Decision #74585
DocketNo: W-02133A-13-0118
Utility: Chaparral City Water CO.
Email:

Comments:This case needs to be reheard. It is not fair to include the SIB clause that allows future rate increases without public comment or hearings. Plus the minimum rate of \$20.40 per month for a 3/4 tap is an excessive rate. Then letting them charge the rate even if the service has been turned off. Residents should not have to pay a monthly charge when the service is turned off. If you are not using water, you should not have to pay anything and being charged for every month the water was off in order to re-establish service is plain wrong. You are granting the water company a license to make people pay for receiving no services. How can you justify this? No water service per month should equal NO PAYMENT OWED. A fair rate increase yes, an SIB clause NO.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/11

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/11/2014

Opinion No. 2014 - 117608

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/11

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/11/2014

Opinion No. 2014 - 117612

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Name: Mary Messick
Date: 9/9/2014
Address: .
Phone:
CityStateZip: Fountain Hills AZ 85268
Cell:
Docket: System Improvement Benefit
DocketNo: W-02133A-13-0118
Utility: Chaparral City Water Co
Position: Con
Email:
Comments:

We are very concerned about the rate structure with Chaparral Water Co. This case should be reheard to be certain that the interests of citizens of Fountain Hills are accounted for and that the costs of water over the next five years are given serious consideration. Thank you for listening to the citizens of Fountain Hills in this regard.
Comment
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/11
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 8/11/2014

Opinion No. 2014 - 117613

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117630

Date: 8/12/2014

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

First:

Last:

Complaint By: Robin

Diperna

Account Name: Robin Diperna

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-02133A-13-0118

From: Util-PublicComment
Sent: Friday, August 08, 2014 5:27 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Robin Diperna

Date: 08/8/2014

Address:

Phone: ie implementation of a SIB (System Improvement Benefit) program that could nearly double customer rates over a five-year period without the public rate hearing process.

CityStateZip: Fountain Hills, AZ 85268

Cell:

Docket:

DocketNo: W-02133A-13-0118

Utility: Chaparral City Water Company

Email:

Comments:

I would like to protest Chaparral City Water's plan of a SIB (System Improvement Benefit) program that could nearly double customer water rates over a five-year period without the public rate hearing process in the town of Fountain Hills. I am asking that the recent rate case for Chaparral City Water Company be reheard. The public rate hearing process is integral to the democratic procedure of the country. Please reconsider your decision regarding this unreasonable rate structure that the taxpayers of Fountain Hills can ill afford at this time. Thank you for your kind attention. Robin Diperna

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/12

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED

End of Comments

Date Completed: 8/12/2014

Opinion No. 2014 - 117630

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117631

Date: 8/12/2014

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

First:

Last:

Complaint By: Craig

Onushak

Account Name: Craig Onushak

Home: (000) 000-0000

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 00000

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone: (623) 815-3109

Nature of Complaint:

Docket No. W-02133A-13-0118

From: Util-PublicComment
Sent: Friday, August 08, 2014 5:14 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Craig Onuschak

Date: 8-8-14

Address:

Phone:

CityStateZip: Fountain Hills

Cell:

Docket:

DocketNo: W-02133A-13-0118

Utility: Chaparral City Water Company

Position: Other

Email:

Comments:As a Fountain Hills resident I ask that the recent rate case for Chaparral City Water Company be reheard. The approved rates are way out of line and the biggest concern is the implementation of a SIB (System Improvement Benefit) program that could nearly double our rates over a five-year period without the public rate hearing process. Please rehear this rate increase and not allow the SIB.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/12

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/12/2014

Opinion No. 2014 - 117631

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117640 Date: 8/13/2014

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

Complaint By: First: James Last: McDonald

Account Name: James McDonald Home:

Street: Work:

City: Fountain Hills CBR:

State: AZ Zip: 85268 is: E-Mail

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

Docket. W-02133A-13-0118

From: Util-PublicComment
Sent: Monday, August 11, 2014 11:37 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: James McDonald
Date: 08/11/2014
Address:
Phone:
CityStateZip: Fountain Hills, AZ 85268
Cell:
DocketNo:
Utility: Chaparral City Water Company
Position: Con
Email:

Comments:

I request that you re-review the recent rate increase that Chaparral City Water is implementing. The rate structure and System Improvement Benefit can lead to massive increase in our water bills and should not be allowed. This appears to be favoring the water company and it's investors. Why did you not pay more attention to your own administrative law judge and staff recommendations?

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/13

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/13/2014

Opinion No. 2014 - 117640

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117649

Date: 8/13/2014

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

Complaint By: First: Danny

Last: Tancredi

Account Name: Danny Tancredi

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 00000

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE *****DOCKET NO. W-02113A-13-0118*****

Consumer is against the rate increase and states that they are to high.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

End of Comments

Date Completed: 8/13/2014

Opinion No. 2014 - 117649

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2014 - 117650

Date: 8/13/2014

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

First:

Last:

Complaint By: James

Green

Account Name: .

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 00000

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE *****DOCKET NO. W-02113A-13-0118*****

Consumer is 81 years old and on a fixed income. He opposed the rate increase and states that they are too high and can't afford to be paying these high bills.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

End of Comments

Date Completed: 8/13/2014

Opinion No. 2014 - 117650

W-02118A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

)

Priority: Respond Within Five Days

Opinion No. 2014 - 117653

Date: 8/13/2014

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

Complaint By: First: Maria Last: Poulos

Account Name: Maria Poulos

Home:

Street: n/a

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 00000

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

*****OPPOSED TO RATE INCREASE *****DOCKET NO. W-02113A-13-0118

Consumer has been a resident of Fountain Hills for over 22 years. She has been noticing that her water bill has been slowly increasing every month. She is totally opposed to the rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

End of Comments

Date Completed: 8/13/2014

Opinion No. 2014 - 117653

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117661

Date: 8/13/2014

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

First:

Last:

Complaint By: **Michael** **Isenberg**

Account Name: Michael Isenberg

Home: (000) 000-0000

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is: E-Mail

Utility Company. **Chaparral City Water Company-EPCOR**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-02133A-13-0118

From: Util-PublicComment
Sent: Wednesday, August 13, 2014 9:19 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Michael Isenberg

Date: 8/13/2014

Address:

Phone:

CityStateZip: Fountain Hills

Cell:

Docket: EPCOR

Docket No: W-02133A-13-0118

Utility: Chapparal City Water Water

Email:

Comments: I just received my water bill and was shocked to see a huge increase in the charges. After reading newspaper accounts of how this increase was put into place, I am outraged. The ACC ignored a judge's recommendaion and it's own staff and granted this huge increase without seeking information about it's effect on ratepayers. All of this was done without giving any explanation to the ratepayers. I strongly support the appeal process undertaken by RUCO and believe this rate increase should be suspended until the appropriate public input has occurred, and a public explanation has been provided by the ACC. Accepting anything less is not how government should operate. Irate ratepayer Michael D. Isenberg

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Noted and filed for the record in Docket
End of Comments

Date Completed: 8/13/2014

Opinion No. 2014 - 117661

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117665

Date: 8/13/2014

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

First:

Last:

Complaint By: Kathryn

Walters

Account Name: Kathryn Walters

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 00000

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-02113A-13-0118

Consumer has lived in this residence for over 20 years. She states that this price increase is more than is necessary. No more increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

End of Comments

Date Completed: 8/13/2014

Opinion No. 2014 - 117665

W-02133A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117668

Date: 8/13/2014

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

First:

Last:

Complaint By: Dale P.

Carriere

Account Name: Dale P. Carriere

Home: (000) 000-0000

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DocketNo:W-02133A-13-0118 OPPOSE RATE INCREASE

From: Util-PublicComment
Sent: Wednesday, August 13, 2014 3:39 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Dale P Carriere
Date: 8/13/2014
Address:
Phone:
CityStateZip: Fountain Hills, AZ 85268
Cell:
Docket:
Docket No: W-02133A-13-0118
Utility: EPCOR
Position: Con
Email:
Comments:

Commission Members You have been ignoring all input on your new water rates except those from the water utility itself. Your mission is supposed be to protect the consumer - not the utilities, to be a voice of reason against totally unreasonable and unjustified rates. RUCO, the ACC administative law judge, ACC staff, the FH Town Council and the citizens of FH are all opposed to the increase EPCOR has requested. I fully support a rehearing or any court action needed to correct this outrageous water rate increase. Come election time, I will never vote for any member who continues to support this outrageous action of giving a utility (water, solar, electric) whatever it wants against all reasonable advice.

End of Complaint

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: 8/13/2014

Opinion No. 2014 - 117668

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117674

Date: 8/14/2014

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

Complaint By: First: Lucia Last: Zorbas

Account Name: Lucia Zorbas

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-02113A-13-0118*****

Name: Lucia Zorbas

Date: 08/14/2014

Address:

Phone:

CityStateZip: Fountain Hills, AZ 85268

Cell:

Docket:

DocketNo: W-02133A-13-0118

Utility: Chaparral City Water Company

Position: Con

Email:

Comments:

Please reconsider the rate hike given to the water company. A 3.8% increase each year for 5 years for water is difficult for me as I am retired and live on a fixed income.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

End of Comments

Date Completed: 8/14/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 117674

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117679

Date: 8/14/2014

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

First:

Last:

Complaint By: Dawn

Richards

Account Name: Dawn Richards

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-02113A-13-0118*****

Name: dawn richards
Date: 08-14-2014
Address:
Phone:
CityStateZip: Fountain Hills AZ 85268
Cell:
Docket: EPCOR SIB PROGRAM
DocketNo: W-02133A-13-0118
Utility: EPCOR Chapparal District
Email:

Comments:This over inflated rate increase for the residents of Fountain Hills must be reassessed and stopped. An extra increase of nearly 27% immediately with a planned increase to nearly 50% over the next 5 years is ridiculous and extremely unfair to the residents. Our most recent water bill already jumped from an expected \$110 to over \$150!! What will it be in 5 years when this is doubled? TOO HIGH FOR US, that is for sure! We will not be able to afford these unnecessary increases and ask for your assistance to put an end to these financial burdens being passed solely onto EPCOR's water customers. They need to take a portion of the financial responsibility for this also!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. W-02113A-13-0118. closed
End of Comments

Date Completed: 8/14/2014

Opinion No. 2014 - 117679

W-02113A-13-0118



0000155325

ARIZONA CORPORATION COMMISS
RECEIVED
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: ()

Fax: /

2014 AUG 14 A 8:46

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2014 - 117655

Date: 8/13/2014

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

Arizona Corporation Commission

DOCKETED

AUG 14 2014

First:

Last:

Complaint By: Dawn

Schlum

Account Name: Dawn Schlum

Home:

DOCKETED BY

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85269

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

Customer called to say she is "outraged and upset" that the Commission would approve the rate increase for Chaparral City Water Co. She supports RUCO's motion to re-hear this matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I thanked customer for taking the time to let the Commissioners know her thoughts on this matter and advised her that I would enter her comments into the docket and all Commissioners would have the opportunity to review them. She thanked me for my time.

End of Comments

Date Completed: 8/13/2014

Opinion No. 2014 - 117655

ORIGINAL

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



0000155368

ARIZONA CORPORATION COMMISSION

To: Docket Control

ORIGINAL

RE: Chaparral City Water Co.

Docket No. W-02113A-13-0118

Please docket the attached 7 customer comments OPPOSING the above filed case.

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

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

AUG 15 2014

DOCKETED BY	
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2014 AUG 15 PM 3 28
AZ CORP COM
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/15/2014

Opinion No. 2014 - 117715

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117720

Date: 8/15/2014

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

First:

Last:

Complaint By: Ken and Verina Creta

Account Name: Ken and Verina Creta

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer sent the following -

My husband is paid by commission and I am self-employed. The economy has hurt us financially and the added rate increase by the water company has made it even more difficult. I believe the rate increase is extravagant, and urge you to reconsider what this means to those of us forced to pay for it, as well as what the company truly is in need of.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed:

Opinion No. 2014 - 117720

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: ..

Fax: ..

Priority: Respond Within Five Days

Opinion No. 2014 - 117673

Date: 8/14/2014

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

Complaint By: First: Vicki Last: Berner

Account Name: Vicki Berner Home:

Street: Work:

City: Fountain Hills CBR:

State: AZ Zip: 85269 is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer is "absolutely outraged" at the approved rate increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I thanked customer for taking the time to let the Commissioners know her thoughts on this matter and advised her that I would enter her comments into the docket and all Commissioners would have the opportunity to review them. She thanked me for my time.
End of Comments

Date Completed: 8/14/2014

Opinion No. 2014 - 117673

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117714

Date: 8/15/2014

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

First:

Last:

Complaint By: Peggy

Purvis-Braun

Account Name: Peggy Purvis-Braun

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85269

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer sent the following -

I would like the commission to rehear the rate increase case for Chaparral City Water Company. Your vote to give EPCOR an increase that includes questionable add-ons, against the recommendations of your administrative law judge, supports my opinion. This simple review by the commission will save legal funds and is the right thing to do.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control

End of Comments

Date Completed: 8/15/2014

Opinion No. 2014 - 117714

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117711

Date: 8/15/2014

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

Complaint By: First: William Last: Schmid

Account Name: William Schmid Home:

Street: Work:

City: Fountain Hills CBR:

State: AZ Zip: 85268 is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer called to "express his outrage" at the approved rate increase. He feels the Commissioners "don't care about the residents in Fountain Hills".

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/15/2014

Opinion No. 2014 - 117711

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117712

Date: 8/15/2014

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

Complaint By: First: Andrea Last: Bell

Account Name: Andrea Bell

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85269

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer is "absolutely opposed" to the approved rate increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I thanked customer for the call and advised I would file her comments in the record and all Commissioners would be able to review them. Customer thanked me for my time.
End of Comments

Date Completed: 8/15/2014

Opinion No. 2014 - 117712

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117713

Date: 8/15/2014

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

Complaint By: First: Paul Last: D'Anna

Account Name: Paul D'Anna

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer sent the following -

I am requesting that the recent rate case for Chaparral City Water Company be reheard. The rate structure is unreasonable and leaves room for high increases and no input from outside entities. There needs to be a public hearing process for rate increases, and as such this recent ruling does not allow due process and public input to future rate increases. The SIB should be removed as this would nearly double costs for residents. Chaparral City Water Company did not manage previous budgets accordingly and did not allow funding for infrastructure upgrades. The company has to take responsibility for their needs, the cost should not be passed onto customers. Please review and rehear the rate case for Chaparral City Water Company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control

End of Comments

Date Completed: 8/15/2014

Opinion No. 2014 - 117713

W-02113A-13-0118



0000155393

ARIZONA CORPORATION COMMI
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2014 - 117747

Date: 8/18/2014

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

Arizona Corporation Commission
DOCKETED

AUG 18 2014

Complaint By: First: John

Last: Cooke

Account Name: John Cooke

Home:

Street:

Work:

DOCKETED BY

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer sent the following -

The increase in water rates proposed for Fountain Hills is outrageous. Those of us who are retired and living on limited income will not be able to afford the proposed water rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/18/2014

Opinion No. 2014 - 117747

RECEIVED
2014 AUG 18 P 3:51
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117746

Date: 8/18/2014

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

First:

Last:

Complaint By: Elaine Rugg

Account Name: Elaine Rugg

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85269

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer is opposed to the approved rate increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I thanked Ms. Rugg for taking the time to let the Commissioners know her feelings on this matter and advised that her comments would be available for all the Commissioners to review. She thanked me for the information.
End of Comments

Date Completed: 8/18/2014

Opinion No. 2014 - 117746

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117748

Date: 8/18/2014

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

First:

Last:

Complaint By: Gary

Zuanetti

Account Name: Gary Zuanetti

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer sent the following -

Please reconsider implementing your exhorbitant rate increase on the taxpayers of fountain hills and elsewhere. Many of us are on fixed incomes and believe the increase is unfair considering your healthy balance sheet. I also don't agree that we should be responsible for funding your infrastructure and the SIB part of the increase. Please cooperate and be consumer friendly to the taxpayers of fountain hills. Gary Zuanetti
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 8/18/2014

Opinion No. 2014 - 117748

W-02113A-13-0118



ARIZONA CORPORATION COM
UTILITY COMPLAINT FORM

RECEIVED

Investigator: Jenny Gomez

Phone: 2014 AUG 18 A 9:48

Fax: ()

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2014 - 117724

Date: 8/15/2014

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

Arizona Corporation Commission
DOCKETED
AUG 18 2014

First:

Last:

Complaint By: Charles

Bucher

Account Name: Charles Bucher

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is: E-Mail

DOCKETED BY [Signature]

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DocketNo: W-02133A-13-0118 OPPOSE HIGH INCREASE

ORIGINAL

From: Util-PublicComment
Sent: Wednesday, August 13, 2014 10:55 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: CHARLES BUCHER
Date: 8/13/2014
Address:
Phone:
CityStateZip: FOUNTAIN HILLS ,AZ 85268
Cell:
Docket: EPCOR WATER RATE INCREASE
Docket No:
Utility: EPCOR
Position: Con
Email:

Comments: Sirs; I understand the need for utility rate increases but the amounts you are allowing is way out of line. 5 to 8 % seems more reasonable and with it they should be required to submit a water conservation plan
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/15/14 Noted and filed for the record in Docket. Closed
End of Comments

Date Completed: 8/15/2014

Opinion No. 2014 - 117724

W-02113A-13-0118



0000155473

ARIZONA CORPORATION CO

UTILITY COMPLAINT FO,

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118039

Date: 8/21/2014

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

ORIGINAL

Complaint By: First: Timothy

Last: Judge

Account Name: .

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company. Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone: "

Nature of Complaint:

OPPOSED TO RATE INCREASE ***DOCKET NO. W-02113A-13-0118*****

From: Util-PublicComment
Sent: Wednesday, August 20, 2014 3:57 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Timothy Judge
Date: 08/20/14
Address:
Phone:

CityStateZip: Fountain Hills

Cell:
Docket: W-02133A-13-0118

DocketNo:
Utility: Chaparral City Water Company
Position: Con

Email:

Arizona Corporation Commission
DOCKETED

AUG 21 2014

DOCKETED BY

RECEIVED
2014 AUG 21 P 3:43
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Comments:

Your decision for the rate increase offers little consideration for ratepayers. This seems to me like a decision based more on keeping your shareholders happy than your customer! This is especially true for those of us on low or fixed incomes. Please reconsider and remember "The needs of many outweigh the needs of a few"!!!
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118039

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118038

Date: 8/21/2014

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

First:

Last:

Complaint By: Margo

Gates

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

OPPOSED TO RATE INCREASE ***DOCKET NO. W-02113A-13-0118*****

From: Util-PublicComment
Sent: Thursday, August 21, 2014 6:29 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Margo Gates
Date: 8/21/14
Address:
Phone:
CityStateZip: Fountain Hills, AZ 85268
Cell:
Docket: W-02132A-13-018
DocketNo:
Utility: Chaparral Water Company
Position: Con
Email:

Comments:

We were told the increase for homeowners was 18%. Our HOA which is made up of individual homeowners and the increase was 26.1% for fixed costs and 20.6% for variable costs. In addition there was an approved "stealth" increase of over 20% to be phased in over the next 5 years through the SIB approval without new hearings. Seems the the commission has ignored it's own recommendations from the RUCO. Please reconsider and reopen the hearings and give more weight to th immediate effects upon the stressed ratepayers, the recommendations of RUCO, your own administrative law judge & the staff with less weight to the company

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

interests. Thank you for taking the time to consider these heartfelt sentiments. Tom & Margo Gates

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118038

W-02113A-13-0118



0000155472

ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Deb Reagan

Phone: 2014 AUG 21 P 3:43 Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2014 - 118067

Date: 8/21/2014

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

Arizona Corporation Commission

DOCKETED

AUG 21 2014

Complaint By: Lina Bellenir Cannarsa

Account Name: Lina Bellenir Cannarsa Home:

Street: Work:

City: Fountain Hills CBR:

State: AZ Zip: 85269 is:



Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

ORIGINAL

Customer sent the following -

IT HAS BEEN SAID THAT WHISKEY IS FOR DRINKING, AND WATER IS FOR FIGHTING OVER As an Intervenor in the Chaparral Water/EPCOR rate request, I received the recommendations of Judge Jibilian. Commissioners will consider this matter at their Open Meetings on June 10, 2014 and June 11, 2014. CCWC is a C Corporation and a Class A Arizona Public Service Corporation wholly owned subsidiary of EPCOR Utilities which is owned by the City of Edmonton, Alberta Canada. Our current water rates were approved on October 21, 2009. EPOR's proposed a revenue requirement of 30.25% equating to a \$13.18 increase for the average user of (7,870 gallons per month) for a 3/4 inch water meter. Example: A monthly bill of \$37.85 increases to \$51.03. A 34.82% increase. I am against EPCOR can capturing \$275,000 in rate case expenses, approval of CAP Surcharge, BMP (Best Management Practices) Tariffs, and awarded a SIB Surcharge Mechanism. The SIB mechanism will authorize EPCOR to recover between rate request cases, through a surcharge, the pre-tax return on investment and depreciation expense associated with specific water infrastructure projects such as service lines, new meters, hydrants and valves. They may file up to FIVE surcharge requests between rate case decisions. Simply put, the SIB shifts the risk from EPCOR (a foreign corporation) to the ratepayer without adequate financial consideration to the ratepayer. I believe this mechanism is not in the public interest because it reduces the pressure for them to operate prudently and efficiently, and in the end the consumer loses. We must be ever watchful and vigilant with all EPCOR future rate requests because it is quite evident they have little care for the ratepayers. They are an equity rich company that wants ratepayers to pay all their expenses without providing quality service in return. Lina Bellenir 14 year resident Candidate for Fountain Hills Town Council 602-881-5044

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118067

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2014 - 118066

Date: 8/21/2014

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

First:

Last:

Complaint By:

Arlene

Quinn

Account Name:

Arlene Quinn

Home:

Street:

Work:

City:

Fountain Hills

CBR:

State:

AZ Zip: 85268

is:

Utility Company:

Chaparral City Water Company-EPCOR

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer sent the following -

I am strongly opposed to this very large increase in EPCOR'S water rates for the town of Fountain Hills. Also allowing SIB over the next five years to spend monies as they see fit should be reconsidered and rescinded. The taxpayers of Fountain Hills deserve better.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118066

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118067

W-02113A-13-0118



0000155470

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117855

Date: 8/19/2014

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

Arizona Corporation Commission

DOCKETED

Complaint By: First: Dorothy Last: Rudack

Account Name: Dorothy Rudack

Home:

AUG 21 2014

Street:

Work:

DOCKETED BY

City: Fountain Hills

CBR:

State: AZ Zip: 85269

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

I believe that rate increase is excessive. In five years the rate will be extremely high. Living on a fixed income makes the future very stressful. I implore you to reconsider the rate of increase. Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

ORIGINAL

Date Completed: 8/19/2014

Opinion No. 2014 - 117855

RECEIVED
2014 AUG 21 P 3:42
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

2014 AUG 21 P 3:42

Opinion No. 2014 - 117752

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Date: 8/18/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: Virgil

Speake

Account Name: Virgil Speake

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85269

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer sent the following -

Please reconsider the rate increase given to the Fountain Hills water supplier. My total bill for water usage for June 2014 \$36.91 for water usage of 11,000 gallons. Just received a bill for usage of 16,000 gallons total bill \$57.84. Water usage charge for additional 5 thousand gallons \$18.25 plus taxes 50.79% increase is excessive.

Virgil Speake

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117752

W-02133A-13-0118



0000155451

ARIZONA CORPORATION COMM
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: 2014 AUG 21 A 8:50

Fax:

Priority: Respond Within Five Days
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2014 - 117801

Date: 8/19/2014

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

ORIGINAL

Complaint By: First: Craig Last: Rudolphy

Account Name: Craig Rudolphy

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Thursday, August 14, 2014 8:43 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Arizona Corporation Commission
DOCKETED

AUG 21 2014

Name: Craig Rudolphy
Date: 08/14/2014
Address:
Phone:
City/State/Zip: Fountain Hills, AZ 85268
Cell:

DOCKETED BY

Docket: EPCOR/CCWC water rate increase for Fountain Hills
DocketNo: W-02133A-13-0118
Utility: Chaparral City Water
Position: Con
Email

Comments: I object to the decision increasing our rates. The staff's recommendation was ignored and a SIB was granted also. I believe a re-hearing is warranted. Thank you.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/19/2014

Opinion No. 2014 - 117801

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117791

Date: 8/19/2014

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

First:

Last:

Complaint By: Joe

Naso

Account Name: Joe Naso

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone

Nature of Complaint:

From: Util-PublicComment
Sent: Thursday, August 14, 2014 7:07 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Joe Naso
Date: 8/14/14
Address:
Phone:
CityStateZip: Fountain Hills, AZ 85268
Cell:
Docket: w-02133A-13-0118
DocketNo: W-02133a-13-0118
Utility: Epcor
Position: Other
Email

Comments: I am protesting the size of the increase you recently granted EPCOR for water rates in FH. It was larger than your staff and Law Judge recommended and uncalled for in this economic era. Why was this done? I am requesting that you reconsider this uncalled for action.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I spoke with Mr. Naso to answer his question. I advised him that Commission Staff does not know how the Commissioners are going to vote. They have advisor who research the application only the Commissioners know how they are going to vote. He didn't agree with their decision and will remember this come election time. He disconnected the call.

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/19/2014

Opinion No. 2014 - 117791

W-02113A-13-0118



0000155505

ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Carmen Madrid

Phone:

2014 AUG 25 A 8:49

Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2014 - 118116

Date: 8/22/2014

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

ORIGINAL

Complaint By: First: Jim Last: Gardiner

Account Name: Home: (000) 000-0000

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

City: Fountain Hills CBR:

State: AZ Zip: 00000 is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-02113A-13-0118*****

Consumer strongly objects to any raise in water rates in this area. This is a retirement community and everyone is on a fixed income. If the water rates go up it will put many in a bind because they don't get any raises in their monthly salaries. These companies should have water rates that are comparative to other areas of the country. They need to look into replacement of water resources in the future. Higher rates in the next 3 years is totally unexceptable.

End of Complaint

Utilities' Response:

Arizona Corporation Commission

DOCKETED

AUG 25 2014

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

End of Comments

DOCKETED BY

Date Completed: 8/22/2014

Opinion No. 2014 - 118116



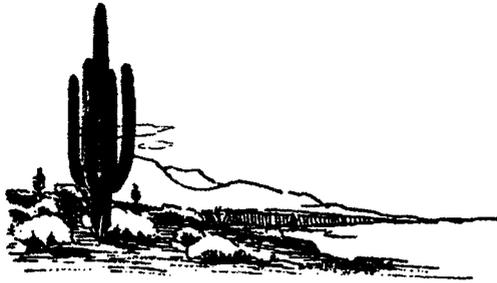
0000155572

Dave and Marti Dawkins
P. O. Box 17389
Fountain Hills, Arizona 85269

RECEIVED

2014 AUG 26 P 2:55

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL



August 14, 2004

Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

Arizona Corporation Commission

DOCKETED

ORIGINAL

AUG 26 2014

Att. Chairman Bob Stump

Re: Case ~~W-020307A~~-13-0118
W-020307A

DOCKETED BY

Dear Commissioner Stump,

I am prompted to write by the recent rate increase that was approved by the ACC on the service provided to Fountain Hills by EPCOR.

I am 80 years old, have been a resident of Fountain Hills for more than forty years and have seen the water rates increase in inverse proportion to the quality of service with each new rate hearing. When I first moved to Fountain Hills, we were served with only well water of excellent quality. With the arrival of the Central Arizona Project water, the quality of the water has deteriorated to a point bordering on insipid. We are forced to drink bottle water and often use it in food preparation.

The service to our house has been broken on at least four occasions and we have been forced to replace damaged pressure reduction devices and flush the filth from our plumbing because "it is on the customer side of the meter". The water lines are so close to the surface of the street that we have no cold water at all during the summer months.

As we have a swimming pool, the majority of our water bill is caused by surface evaporation. With the multi-tiered system of usage, our bill usually is well in excess of \$100.00 per month which I find ridiculous considering the quality of the service provided. EPCOR knew what they were buying when they took over the water company. It is ridiculous to expect the residents to pay for their lack of due diligence if the infrastructure is falling apart.

I am hopeful that the Corporation Commission will revisit the recent rate increase and seek more input from those of us who are most affected by the exorbitant fees. A well publicized fact-finding hearing in Fountain Hills where the residents could be heard might provide an alternative to the presentations made by lawyers and accountants. I learned very early in my business career that figures lie and liars figure. Over the years I have seen overwhelming evidence of this truism in rate hearings.

Sincerely,

David Dawkins

W-02113A-13-0118



ARIZONA CORPORATION COMM
UTILITY COMPLAINT FORM

RECEIVED

Investigator: Carmen Madrid Phone: 2014 AUG 25 A 8:49 Fax:

Priority: Respond Within Five Days ARIZONA CORPORATION COMMISSION DOCKET CONTROL

Opinion No. 2014 - 118116 Date: 8/22/2014

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

ORIGINAL

Complaint By: First: Jim Last: Gardiner

Account Name: Home: (000) 000-0000
Street: n/a Work: (000) 000-0000
City: Fountain Hills CBR:
State: AZ Zip: 00000 is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-02113A-13-0118*****

Consumer strongly objects to any raise in water rates in this area. This is a retirement community and everyone is on a fixed income. If the water rates go up it will put many in a bind because they don't get any raises in their monthly salaries. These companies should have water rates that are comparative to other areas of the country. They need to look into replacement of water resources in the future. Higher rates in the next 3 years is totally unexceptable.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed
End of Comments

Arizona Corporation Commission
DOCKETED
AUG 25 2014

DOCKETED BY [Signature]

Date Completed: 8/22/2014

Opinion No. 2014 - 118116

W-02113A-13-0118



0000155707

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Deb Reagan

Phone:

2014 SEP -3 A 9:49

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL
Date: 9/2/2014

Opinion No. 2014 - 118331

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

Complaint By: First: Ken Last: Quick

Arizona Corporation Commission
DOCKETED

Account Name: Ken Quick

Home:

SEP 3 2014

Street:

Work:

City: Fountain Hills

CBR:

DOCKETED BY

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

Customer sent the following -

***** W-02113A-13-0118 *****

ORIGINAL

RE: EPCOR- Rate hike

Hi Folks:

The proposed rate increase for EPCOR in the Fountain Hills is a classic example of a real estate buyer failing diligence.

This could happen to a homebuyer that needs a new roof. There is a hit to saving or a loan is needed.

EPCOR should be forced to pay for system upgrades from their PROFITS not customer service- fee increases.

Sincerely,

Ken Quick

CC. RUCO

Mayor, F.H.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 9/2/2014

Opinion No. 2014 - 118331



0000155849

RECEIVED
2014 SEP 10 P 3:57

August 26, 2014

Mr. and Mrs. Charles Bosnos
16636 East Emerald Drive
Fountain Hills AZ 85268

Arizona Corporation Commission
1200 W. Washington Street
Phoenix AZ 85007-2996

Arizona Corporation Commission
DOCKETED

SEP 10 2014

RE: Docket number W-02123A-13-0118
Fountain Hills water service

DOCKETED BY 

Dear Commissioners Burns, Burns, Pierce, Smith and Stump:

We are requesting that the Commission rehear the rate increase granted to Chaparral City Water Company and its parent company, EPCOR, for operations in Fountain Hills

Fountain Hills residents have just seen an 18% increase in water rates. Have residents' family incomes increased by 18%? Certainly not! Yet we must absorb this very substantial new cost.

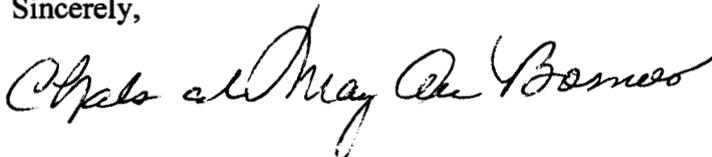
In addition, the planned implementation of a System Improvement Benefit program could nearly double our water rates over a five-year period without any public rate hearing process.

At a July 22 meeting Commissioner Brenda Burns moved to have this rate decision reconsidered, but her motion was rejected on a 3-2 vote.

We request that you reconsider this rate decision, which we believe disproportionately favors EPCOR's interest in earning a profit over ratepayers' interest in affordable utility service.

Thank you.

Sincerely,



Charles and Mary Ann Bosnos

ORIGINAL

August 27, 2014

Arizona Corporation Commission
1200 W. Washington Street
Phoenix AZ 85007-2996

RE: Docket number W-021¹~~23~~A-13-0118
Fountain Hills water service

Dear Commissioners:

We are requesting that the Commission re-hear the rate increase granted to Chaparral City Water Company and its parent company, EPCOR, for operations in Fountain Hills

In the current economic situation, it is unreasonable for any business to expect such a substantial increase in rates. We are in a recovery mode and have a long way to go.

Additionally, the planned implementation of a System Improvement Benefit program could almost double our water rates over a five-year period without any public rate hearing process.

At a July 22 meeting Commissioner Brenda Burns moved to have this rate decision reconsidered, but her motion was rejected on a 3-2 vote. I hope that you will support her desire to re-consider this substantial rate increase. You are the only body that can reduce this proposed unreasonable attempt to increase earnings and profit to such an extent. Please help.

Thank you.

Sincerely,

A handwritten signature in black ink that reads "Bill & Gail Pape". The signature is written in a cursive, flowing style with a long horizontal line extending to the right.

Bill and Gail Pape
PO box 17569
Fountain Hills, AZ 85269

W-02113A-13-0118



0000156009

September 9, 2014

RECEIVED

Mr. and Mrs. Travis Tonzi

2014 SEP 07 10:21 East Emerald Drive

Fountain Hills AZ 85268

AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission
1200 W. Washington Street
Phoenix AZ 85007-2996

RE: Docket number W-02133A-13-0118
Fountain Hills water service

ORIGINAL

Dear Commissioners Burns, Burns, Pierce, Smith and Stump:

We are requesting that the Commission rehear the rate increase granted to Chaparral City Water Company and its parent company, EPCOR, for operations in Fountain Hills

Fountain Hills residents have just seen an 18% increase in water rates. Have residents' family incomes increased by 18%? Certainly not! Yet we must absorb this very substantial new cost.

In addition, the planned implementation of a System Improvement Benefit program could nearly double our water rates over a five-year period without any public rate hearing process.

At a July 22 meeting Commissioner Brenda Burns moved to have this rate decision reconsidered, but her motion was rejected on a 3-2 vote.

We request that you reconsider this decision, which we believe disproportionately favors EPCOR's interest in earning a profit over ratepayers' interest in affordable utility service.

Thank you.

Sincerely,

Travis & Patricia Tonzi
Travis & Patricia Tonzi

Arizona Corporation Commission

DOCKETED

SEP 19 2014

DOCKETED BY *[Signature]*

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



ARIZONA CORPORATION COMMISSION RECEIVED

2014 SEP 19 P 3:45

To: Docket Control

AZ CORP COMMISSION
DOCKET CONTROL

RE: Chaparral City Water Co.

Docket No. W-02113A-13-0118

Please docket the attached 14 customer comments OPPOSING the above filed case.

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

Filed by: Utilities Division - Consumer Services

Arizona Corporation Commission
DOCKETED

SEP 19 2014

DOCKETED BY 

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118196

Date: 8/26/2014

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

First:

Last:

Complaint By: JoAnn Sear

Account Name: JoAnn Sear

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

DOCKET NO. W-02113A-13-0118

From: Util-PublicComment
Sent: Monday, August 25, 2014 3:21 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:JoAnn Sear
Date:8/25/14
Address:
Phone:
CityStateZip:Fountain Hills, AZ 85268
Cell:
Docket:W-02133A-13-0118
DocketNo:W02133A130118
Utility:Chaparral City Water
Position:Con
Email

Comments:I would love for you to earn what we earn and have your water bill increase by 50% then \$10 over that. This is a horrible increase for our town to endure. It is not \$9 or 18% or however you want to color it. I demand that this increase be lowered to a more reasonable amount, but, not sure you know what a reasonable amount is. We do not have a lot of outside watering to do, we have no real pool, and there are only 2 of us residing at our residence. The only thing I am sure about this increase is that some CEO has a 6 figure income. Lower your income and that will pay for any extras you seem to need from our money. STOP THIS INSANITY AND LOWER OUR BILL.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/26/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/26/2014

Opinion No. 2014 - 118196

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: T

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118195

Date: 8/26/2014

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

First:

Last:

Complaint By: **Sandy**

Account Name: Sandy .

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **Chaparral City Water Company-EPCOR**

Division: Water

Contact Name:

Contact Phone: (000) 000-0000

Nature of Complaint:

DOCKET NO. W-02113A-13-0118

From: Util-PublicComment
Sent: Monday, August 25, 2014 1:40 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:Sandy
Date:8/25/2014
Address
Phone:
CityStateZip:Fountain Hills, AZ 85268
Cell:
Docket:W-02133A-13-0118
DocketNo:
Utility:Chaparral City Water
Position:Con
Email:

Comments:I believe that the rate increase for Chaparral City Water was incorrectly evaluated and approved. And this increase does not include additional increased rate adjustments for the next five years for System Improvement Benefits (SIB). Please reconsider the unconcionable, excessive rate increase. For comparison, inflation rates have been: 2011 - 3%; 2012 - 1.7%; 2013 - 1.5% and 2014 - 2.0%. An increase that is more in line with inflation would seem far more realistic.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/26/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/26/2014

Opinion No. 2014 - 118195

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/22/2014

Opinion No. 2014 - 118134

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Complaint No. 2014 - 118127

Date: 8/22/2014

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

Complaint By: First: Barbara Last: Jordan

Account Name: barbara a jordan

Home: (000) 000-0000

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone: ()

Nature of Complaint:

W-021333A-13-0118 RTAES OPPOSED

Name: barbara a jordan

Date: 8/19/14

Address

Phone: ()

CityStateZip: Fountain Hills, AZ 85268

Cell:

Docket:

DocketNo: W-021333A-13-0118

Utility: EPCOR

Email: bajordan@cox.net

Comments: The recent ruling to grant EPCOR extraordinary increases in water prices in Fountain Hills is a total travesty of justice. The ruling is completely one sided. You have completely ignored the needs of the individual consumer and not only granted this company every thing it asked for , but in fact, far in excess of what the company itself, admits , it actually needs! If in fact , this commission has nothing to hide, then it needs to step aside and allow another , more impartial hearing, to take place. If it declines, then public speculation is totally justified about the financial motives behind this commission and its rulings.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/22/2014

Complaint No. 2014 - 118127

Un-Substantiated

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Complaint No. 2014 - 118129

Date: 8/22/2014

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

First:

Last:

Complaint By: Lorraine

Branske

Account Name: :Lorraine C. Branske

Home: (000) 000-0000

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

W-021333A-13-0118 RTAES OPPOSED

Name:Lorraine C. Branske

Date:08/19/2014

Address:

Phone:

CityStateZip:

Cell:

Docket:

DocketNo:W-02133A-13-0118

Utility:Chapparel City Water Co/ owned by EPCOR

Position:Con

Email:fhlorelei@cox.net

Comments:I was aware that there was going to be a rate increase. Water is needed here in Arizona so how can you not agree on increases to expand and improve facilities. But I recently got a bill and with all the increases, it was 33% higher than the month before. Now we do not have a pool, nor do we have any pets. It is only my husband and myself. We take our cars to the car wash and pay to have them cleaned. All of our vegetation is low or no water (purchased at the Desert Botanical Gardens) All of our appliances that require the use of water are energy efficient. This includes our washing machine and dishwasher. They are new and conform to energy saving requirements. Chapparel-City Water was purchased in 2011 by EPCOR. Did they not know or investigate the equipment etc before purchasing? Why did they wait so long to ask for a rate increase. If they would have planned ahead, a smaller rate increase would probably have been enough. Please revisit the original decision. If this rate is going to double over the next 5 years, as reported in the Fountain Hills Times, we may have to rethink our lifestyle. Maybe use paper plates and cups, bathe less often and go to a laundromat to do clothes. Living like that is not what we had in mind when we moved to Arizona. HELP!!!!

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/22/2014

Complaint No. 2014 - 118129

Substantiated

Notes:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Complaint No. 2014 - 118130

Date: 8/22/2014

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

First:

Last:

Complaint By:

Audra

Koester

Account Name:

Audra Koester Thomas

Home: (000) 000-0000

Street:

Work:

City:

Fountain Hills

CBR:

State:

AZ Zip: }

is:

Utility Company:

Chaparral City Water Company-EPCOR

Division:

Water

Contact Name:

Contact Phone: (

Nature of Complaint:

W-021333A-13-0118 RTAES OPPOSED

Name:Audra Koester Thomas

Date:8/8/14

Address:

Phone

CityStateZip:Fountain Hills,

Cell:

Docket:Chaparral City Water Company

DocketNo:W-021333A-13-0118

Utility:Chaparral City Water Company

Position:Other

Email:

Comments:I'm asking that the recent rate case for Chaparral City Water Company be reheard. Of particular concern is the implementation of a SIB (System Improvement Benefit) program that could nearly double customer rates over a five-year period without the public rate hearing process.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/22/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Complaint No. 2014 - 118130

Un-Substantiated

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/15/14 Opinion noted and filed in DOCKET NO. W-02113A-13-0118. closed
End of Comments

Date Completed: 8/26/2014

Opinion No. 2014 - 117709

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118158

Date: 8/25/2014

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

First:

Last:

Complaint By: Stanley

Hinkley

Account Name: Stanley Hinkley

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip:

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-02113A-13-0118*****

I am writing to encourage the board to review their decision granting the outrageous increases in rates for our town which are being reflected in recent bills. It appears the welfare of our citizens was not given fair consideration in allowing Chaparral Water their inflated requests.

Stanley Hinkley

Fountain Hills, AZ 85268

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25/14 Consumer was contacted and he states that he would like the Commission to reconsider their decision on this matter.

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

End of Comments

Date Completed: 8/26/2014

Opinion No. 2014 - 118158

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117710

Date: 8/15/2014

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

Complaint By: First: Jean Last: Putnam

Account Name: n/a Home: (000) 000-0000

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

City: Fountain Hills CBR:

State: AZ Zip: 00000 is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-02113A-13-0118*****

Name: Jean Putnam
Date: 08-15-14
CityStateZip: Fountain Hills, Az. 85268
DocketNo: W-02133A-13-0118
Utility: Chaparral City Water Company

Comments: Opposed to rate increase
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/15/14 Opinion noted and filed in DOCKET NO. W-02113A-13-0118. closed
End of Comments

Date Completed: 8/26/2014

Opinion No. 2014 - 117710

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118396

Date: 9/4/2014

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

Complaint By: First: Downs Last: Beverly

Account Name: Downs Beverly

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip:

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Very concerned for the amount for herself and residents. She hopes for lower rates.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 9/4/2014

Opinion No. 2014 - 118396

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118091

Date: 8/21/2014

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

First:

Last:

Complaint By: John

Abbott

Account Name: John & Lorraine Abbott

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 00000

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

W-02113A-13-0118

I am writing about the outrages rate that EPCOR wants to add on the water bill in Fountain Hills. We are backing RUCCO and agree that there should be another hearing. This high rate will hurt a lot of people. They should reconsider.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118091

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118394

Date: 9/4/2014

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

First:

Last:

Complaint By: William

Fedo

Account Name: William Fedo

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip:

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Per Mr. Fedo, he is really upset. Hopefully there is something that can be done about this increase. Cut the increase for us.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/4/2014

Opinion No. 2014 - 118394

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118399

Date: 9/4/2014

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

Complaint By: First: Judy Last: Tekesky

Account Name: Judy Tekesky

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip:

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Very unhappy with rates, they have doubled and this is not right. RUCO will be doing right for the customers. She would like the Commissioners to look into this rate charge.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/4/2014

Opinion No. 2014 - 118399

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118395

Date: 9/4/2014

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

Complaint By: First: Lawrence Last: Wyma

Account Name: Lawrence Wyma

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip:

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Per Lawrence Wyma, the rate as it looks it appears to be high. Then an additional 43% WOW!. He never seen a letter and doesn't recall this from EPCOR. He feels EPCOR sneaked this through customers.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/4/2014

Opinion No. 2014 - 118395

Exhibit C

W-02113A-13-0118



0000154912

OPEN MEETING AGENDA ITEM
ARIZONA CORPORATION COM.
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid Phone: Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 117162 Date: 7/21/2014

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

ORIGINAL

Complaint By: First: William Last: Schmid

Account Name: William Schmid Home: (000) 000-0000

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

City: Fountain Hills CBR:

State: AZ Zip: 00000 is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE *****DOCKET NO. W-02113A-13-0118*****

Consumer is elderly and is home bound. He states that he has lived in this home for 23 years. He states that he received his first bill with the increase and it was shy \$10 in comparison to his electric bill. For 15 days of service he was charged \$115.00. They try to conserve by washing dishes once a day, flushing the toilet once a day and showering once a week. He will now have no choice but to sell the home and move away because they can't afford to pay for the water at this new rates.

End of Complaint

Arizona Corporation Commission

DOCKETED

JUL 22 2014

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

End of Comments

DOCKETED BY

Date Completed: 7/21/2014

Opinion No. 2014 - 117162

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
JUL 22 2014 9:08
RECEIVED

Exhibit D

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2014 - 117650

Date: 8/13/2014

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

First:

Last:

Complaint By: James

Green

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 00000

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE *****DOCKET NO. W-02113A-13-0118*****

Consumer is 81 years old and on a fixed income. He opposed the rate increase and states that they are too high and can't afford to be paying these high bills.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

End of Comments

Date Completed: 8/13/2014

Opinion No. 2014 - 117650

Exhibit E

W-0213A-13-0118

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117640

Date: 8/13/2014

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

First:

Last:

Complaint By: James

McDonald

Account Name: James McDonald

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is: E-Mail

Utility Company. Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket. W-02133A-13-0118

From: Util-PublicComment
Sent: Monday, August 11, 2014 11:37 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: James McDonald

Date: 08/11/2014

Address:

Phone:

CityStateZip: Fountain Hills, AZ 85268

Cell:

DocketNo:

Utility: Chaparral City Water Company

Position: Con

Email:

Comments:

I request that you re-review the recent rate increase that Chaparral City Water is implementing. The rate structure and System Improvement Benefit can lead to massive increase in our water bills and should not be allowed. This appears to be favoring the water company and it's investors. Why did you not pay more attention to your own administrative law judge and staff recommendations?

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/13

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/13/2014

Opinion No. 2014 - 117640

Exhibit F

W-02133A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117668

Date: 8/13/2014

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

First:

Last:

Complaint By: Dale P.

Carriere

Account Name: Dale P. Carriere

Home: (000) 000-0000

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DocketNo:W-02133A-13-0118 OPPOSE RATE INCREASE

From: Util-PublicComment
Sent: Wednesday, August 13, 2014 3:39 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Dale P Carriere
Date: 8/13/2014
Address:
Phone:
CityStateZip: Fountain Hills, AZ 85268
Cell:
Docket:
Docket No: W-02133A-13-0118
Utility: EPCOR
Position: Con
Email:
Comments:

Commission Members You have been ignoring all input on your new water rates except those from the water utility itself. Your mission is supposed be to protect the consumer - not the utilities, to be a voice of reason against totally unreasonable and unjustified rates. RUCO, the ACC administative law judge, ACC staff, the FH Town Council and the citizens of FH are all opposed to the increase EPCOR has requested. I fully support a rehearing or any court action needed to correct this outrageous water rate increase. Come election time, I will never vote for any member who continues to support this outrageous action of giving a utility (water, solar, electric) whatever it wants against all reasonable advice.

End of Complaint

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: 8/13/2014

Opinion No. 2014 - 117668

Exhibit G

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. W-02113A-13-0118. closed
End of Comments

Date Completed: 8/14/2014

Opinion No. 2014 - 117679

Exhibit H

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax: /

Priority: Respond Within Five Days

Opinion No. 2014 - 117715

Date: 8/15/2014

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

First:

Last:

Complaint By: Philip C.

Horltd

Account Name: Philip C. Horltd

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer sent the following -

To Commissioners Stump, Pierce, Bitter smith, Bob Burns, and Brenda Burns Part One: We have been conned. We were told that the increase for homeowners was 18 pct. The "HO" in "HOA" stands for "Home Owners". I am looking at the July bill for our HOA. The bill has two parts - one for the fixed cost of our 2" connections to the Chaparral water line, and the other the variable cost based upon monthly usage as determined by the meter readings. The fixed costs increased from \$88/mo/connection to \$111/mo/connection. This is an increase of 26.1 pct. The variable cost increased from 2.96.kgal to 3.57/kgal. This is an increase of 20.6 pct. In addition there has been approved a "stealth" increase of over 20 pct phased into the next 5 years through the SIB approval, without new hearings. What happened to 18 pct??? We have been conned. Part Two: I just read in the Fountain Hills Times today that the commission ignored recommendations from RUCO, its own administrative law judge, and staff recommendations, and based its decisions on company interests. On behalf of the hardworking homeowners and the fixed income homeowners of the Terraces in Fountain Hills, I strongly urge the Commission to re-open the hearings and give more weight to the immediate effects upon the stressed ratepayers, the recommendations of RUCO, your own administrative law judge, and the staff, and less weight to the company interests. Respectfully, Phil Horltd Chairman, Finance Committee The Terraces at Fountain Hills
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/15/2014

Opinion No. 2014 - 117715

Exhibit I

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117713

Date: 8/15/2014

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

Complaint By: First: Paul Last: D'Anna

Account Name: Paul D'Anna

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer sent the following -

I am requesting that the recent rate case for Chaparral City Water Company be reheard. The rate structure is unreasonable and leaves room for high increases and no input from outside entities. There needs to be a public hearing process for rate increases, and as such this recent ruling does not allow due process and public input to future rate increases. The SIB should be removed as this would nearly double costs for residents. Chaparral City Water Company did not manage previous budgets accordingly and did not allow funding for infrastructure upgrades. The company has to take responsibility for their needs, the cost should not be passed onto customers. Please review and rehear the rate case for Chaparral City Water Company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control

End of Comments

Date Completed: 8/15/2014

Opinion No. 2014 - 117713

Exhibit J

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117748

Date: 8/18/2014

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

Complaint By: First: Gary Last: Zuanetti

Account Name: Gary Zuanetti Home:

Street: Work:

City: Fountain Hills CBR:

State: AZ Zip: 85268 is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer sent the following -

PLEASE reconsider implementing your exhorbitant rate increase on the taxpayers of fountain hills and elsewhere. Many of us are on fixed incomes and believe the increase is unfair considering your healthy balance sheet. I also don't agree that we should be responsible for funding your infrastructure and the SIB part of the increase. Please cooperate and be consumer friendly to the taxpayers of fountain hills. Gary Zuanetti
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 8/18/2014

Opinion No. 2014 - 117748

Exhibit K



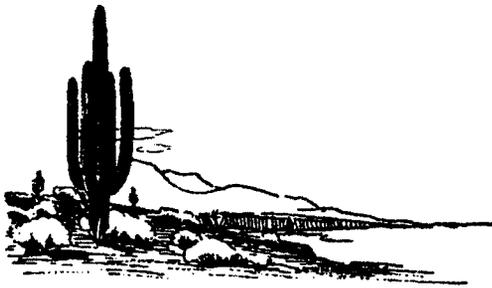
0000155572

Dave and Marti Dawkins
P. O. Box 17389
Fountain Hills, Arizona 85269

RECEIVED

2014 AUG 26 P 2:55

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL



August 14, 2004

Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

Arizona Corporation Commission

DOCKETED

ORIGINAL

AUG 26 2014

Att. Chairman Bob Stump

Re: Case ~~W-02437A~~-13-0118
W-024113

DOCKETED BY

Dear Commissioner Stump,

I am prompted to write by the recent rate increase that was approved by the ACC on the service provided to Fountain Hills by EPCOR.

I am 80 years old, have been a resident of Fountain Hills for more than forty years and have seen the water rates increase in inverse proportion to the quality of service with each new rate hearing. When I first moved to Fountain Hills, we were served with only well water of excellent quality. With the arrival of the Central Arizona Project water, the quality of the water has deteriorated to a point bordering on insipid. We are forced to drink bottle water and often use it in food preparation.

The service to our house has been broken on at least four occasions and we have been forced to replace damaged pressure reduction devices and flush the filth from our plumbing because "it is on the customer side of the meter". The water lines are so close to the surface of the street that we have no cold water at all during the summer months.

As we have a swimming pool, the majority of our water bill is caused by surface evaporation. With the multi-tiered system of usage, our bill usually is well in excess of \$100.00 per month which I find ridiculous considering the quality of the service provided. EPCOR knew what they were buying when they took over the water company. It is ridiculous to expect the residents to pay for their lack of due diligence if the infrastructure is falling apart.

I am hopeful that the Corporation Commission will revisit the recent rate increase and seek more input from those of us who are most affected by the exorbitant fees. A well publicized fact-finding hearing in Fountain Hills where the residents could be heard might provide an alternative to the presentations made by lawyers and accountants. I learned very early in my business career that figures lie and liars figure. Over the years I have seen overwhelming evidence of this truism in rate hearings.

Sincerely,

David Dawkins

Exhibit L

August 27, 2014

Arizona Corporation Commission
1200 W. Washington Street
Phoenix AZ 85007-2996

RE: Docket number W-021¹~~23~~A-13-0118
Fountain Hills water service

Dear Commissioners:

We are requesting that the Commission re-hear the rate increase granted to Chaparral City Water Company and its parent company, EPCOR, for operations in Fountain Hills

In the current economic situation, it is unreasonable for any business to expect such a substantial increase in rates. We are in a recovery mode and have a long way to go.

Additionally, the planned implementation of a System Improvement Benefit program could almost double our water rates over a five-year period without any public rate hearing process.

At a July 22 meeting Commissioner Brenda Burns moved to have this rate decision reconsidered, but her motion was rejected on a 3-2 vote. I hope that you will support her desire to re-consider this substantial rate increase. You are the only body that can reduce this proposed unreasonable attempt to increase earnings and profit to such an extent. Please help.

Thank you.

Sincerely,

A handwritten signature in black ink that reads "Bill & Gail Pape". The signature is written in a cursive, flowing style with a long horizontal line extending to the right.

Bill and Gail Pape
PO box 17569
Fountain Hills, AZ 85269

Exhibit M

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118158

Date: 8/25/2014

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

Complaint By: First: Stanley Last: Hinkley

Account Name: Stanley Hinkley

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip:

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-02113A-13-0118*****

I am writing to encourage the board to review their decision granting the outrageous increases in rates for our town which are being reflected in recent bills. It appears the welfare of our citizens was not given fair consideration in allowing Chaparral Water their inflated requests.

Stanley Hinkley

Fountain Hills, AZ 85268

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25/14 Consumer was contacted and he states that he would like the Commission to reconsider their decision on this matter.

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

End of Comments

Date Completed: 8/26/2014

Opinion No. 2014 - 118158