

W-01303A-10-0448



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ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116647

Date: 6/13/2014

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

ORIGINAL

Complaint By: John Haley

Account Name: John Haley

Home:

Street:

Work:

City: Sun City West

CBR:

0V

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone

Nature of Complaint:

DOCKET NO. W-01303A-10-0448**
OPPOSE

Name: John Haley
Date: 6/17/2014
Address:
Phone:
CityStateZip: Sun City West, Az 85375
Cell:
Docket: Corte Bella vs. Epcor
Docket No: W-1303A-10-0448
Utility: EPCOR
Email:

Arizona Corporation Commission

DOCKETED

JUN 16 2014

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2014 JUN 16 A 9:59

RECEIVED

Comments:

When I tell a friend or fellow worker that my last [sewer only] bill was \$106, the comments were "that's outrageous, are you kidding me, you need a new meter, where the heck do you live", and various others. When I ask a member of the board for a comment, I'm sure it will be, "That sounds about right, that's what we told EPCOR that is what they could charge". I'm fortunate enough to live in the Corte Bella development in Sun City West. I'm unfortunate to have Epcor as our water company. We have been told we have the 2nd highest water rates in the country, second only to San Francisco. As ridiculous as they are, that's not our biggest complaint. It is the aforementioned sewer rates. I work for the City Of Peoria. Our newest, most expensive, water treatment plant processes 1000 gallons of sewage for \$1.48. Our older plant can do it for about \$1.25. We're paying Epcor about \$15 Most of the surrounding ares have a bill of \$50+ for water, trash, and sewage. We pay \$58 for 'basic service plus \$7 for every thousand gallons! We even checked our old neighborhood in southern California. Their yearly sewer bill is about \$240. One of the local cities has a flat sewer rate of \$18. My neighbors are Canadians and leave for 6 months each summer. While they are gone, they pay approximately \$35 monthly for their exterior

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plant watering. Then Epcor charges them over \$500 for sewer use. Is there a legal term for this? Thievery, unarmed robbery, piracy, gouging? The neighbors find it cheaper to let the plants die and replace them in the fall than to pay the sewer bill! Epcor has told us that up to 70% of our water can go for irrigation, yet, they do nothing to give us a break. I have installed a meter on my irrigation, and find that # pretty accurate. They keep refusing us an 'average' for the winter months. I have many more comments, but this letter has gotten too long.

Thanks for your attention, please review all your info and help us get a break from these banditos.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

Mr. Haley was notified that his opinion will be filed under Docket No. WS-01303A-10-0448. He thanked Staff.
Closed
End of Comments

Date Completed: 6/13/2014

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

Staff contacted customer "Ms. Colby" who stated that she only wants this filed as her opinion. Customer stated that she already spoke with an Epcor supervisor and nothing can be done about her late payment fee. Customer stated that it only happened once. Customer stated that she is not looking for a resolution to the late payment fee. Closed

End of Comments

Date Completed: 6/13/2014

Opinion No. 2014 - 116649
