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0000154263

ARIZONA CORPORATION COMMISSION

June 16, 2014

ORIGINAL

To: Docket Control

RE: EPCOR Water Arizona Inc.
Docket No. W-01303A-10-0448

Please docket the attached ____4____ customer comments **OPPOSED** to the rate increase for water service.

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

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

JUN 17 2014

DOCKETED BY 

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2014 JUN 17 A 8:59

RECEIVED

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax: (____)

Priority: Respond Within Five Days

Opinion No. 2014 - 116663

Date: 6/16/2014

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

Complaint By: First: Susan Last: Chace

Account Name: Susan Chace

Street:

Work: (000) 000-0000

City: Sun City

State: AZ Zip: 85373

is: Home

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED

W-01303A-10-0448

WATER

From: Util-PublicComment
Sent: Saturday, June 14, 2014 6:42 PM
To: Util-PublicComment
Subject: Public Comment

Name:susan chace
Date:6-14-2014
Address:
Phone:
CityStateZip:sun city, az 85373
Cell:
Docket:w-01303A-10-0448
DocketNo:W-01303A-10-0448
Utility:Epcor corp
Position:Other
Email:

Comments:I want to bring attention to discriminatory actions taken by the ACC and Epcor Water utility which allows Epcor to double bill for sewer usage in our district on monthly basis. I am supporting the collective effort under way by our district to bring suit, if necessary, against both parties to obtain immediate resolution for 1)discrimination-the duplication of sewer fees billed monthly which exists for our district only 2) the contribution by both parties to deflate property values in said district and 3) unfair and over inflated water rates charged to this district. I understand that through extensive research completed so far on the Epcor request of increased fees (with sole interest in making or retrieving corp profit)and the total lack of comprehension on the part of the ACC when voting for said requested hikes, that you have created the perfect vortex which neither is claiming responsibility. Hopefully with the help of our local and national news organizations,local and state gov't

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UTILITY COMPLAINT FORM

representatives and all involved households we can get resolution soon.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/16/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 6/16/2014

Opinion No. 2014 - 116663

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116659

Date: 6/16/2014

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

Complaint By: First: Glenda Last: Morrison

Account Name: Glenda Morrison

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED

W-01303A-10-0448

WATER

From: Util-PublicComment
Sent: Sunday, June 15, 2014 1:14 PM
To: Util-PublicComment
Cc: 2glendamorrison@gmail.com
Subject: Public Comment

Name:Glenda Morrison
Date:06:15:2014
Address:1
Phone:6
CityStateZip:Sun City, AZ 85373
Cell:623-293-6645
Docket:Agua Fria Water District vs Epcor Water
DocketNo:W-01303A-10-0448
Utility:Epcor Water
Position:Other

Comments:My current water/sewer bill is more than 2x higher than what I was paying at my Phoenix home; that bill included trash pick up, Epcor does not. I am the only occupant at my home in Sun City, which has desert landscaping front and back. At my Phoenix home I had 2 teenagers and grass front and back yards. I am self employed, work from my home, but do my best to keep my utility bills low. My electric bill for the past year has been lower than my water bill, in spite of my having an office within my home, but my Epcor bill is lower than most of my neighbors only because I know how to conserve. However, I know that when I have guests, my Epcor bill will sky-rocket. My concerns are that later this year I will reach Full Retirement Age and although I will not completely retire (not in a financial position to do so) I will need to continue to work part time to help cover bills and necessities. I always pay my bills on time, but if my water/sewer bills continue to go up, and with the

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upcoming raises expected in July 2014 and January 2015 estimated to be around \$20 (with no increase in usage), I will be forced to decide whether or not to sell my Sun City home. I am one of the original owners in our subdivision (purchased April 2006) and have "weathered the storm" as our property values came crashing down....I've continued to make my Mortgage payments on time, but depending upon home values, which will go down should people in our subdivision decide to abandon their homes because of Epcor's exceedingly high Water/Sewer rates, for the first time in my life, I may have to just "walk away". I would like to see our Water/Sewer rates be on a par with other home owners and occupants in our area of Sun City, Sun City West, Peoria and Surprise, etc, and find it hard to comprehend why we should bear the brunt of such high rates when some of our neighbors who are lucky enough to be in a different water district pay so much less than us. I look forward to a response from you, and sincerely hope that this issue will be resolved quickly and fairly. Thank you for your time, Glenda Morrison.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/16/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 6/16/2014

Opinion No. 2014 - 116659

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2014 - 116670

Date: 6/16/2014

Complaint Description:

08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Danielle

La Spisa

Account Name:

Danielle La Spisa

Home:

Street:

Work: (000) 000-0000

City:

Sun City

CBR:

State:

AZ Zip: 85373

is: E-Mail

Utility Company.

EPCOR Water *AAWC

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED

W-01303A-10-0448

WATER

From: Util-PublicComment

Sent: Friday, June 13, 2014 4:13 PM

To: Util-PublicComment

Subject: Public Comment

Name: Danielle La Spisa

Date: 06/13/2014

CityStateZip: Sun City, AZ 85373

Cell:

Docket: Crossriver EPCOR

DocketNo: W-01303A-10-0448

Utility: EPCOR Water

Position: Other

Comments: I moved in this house in 11/2009. However, the farthest bill that I can look at online goes back to 3/2012. My water bills have more than doubled 2.5 times moving to Crossriver and when we had Arizona Water (former water company)-- it was still high but more affordable. I have had multiple delinquencies with EPCOR apparently due to the unaffordable bills. I pay through bank bill pay and I believe that EPCOR holds the checks and posts them late. In addition to this a few bills have been paid late or split into two payments because of hardship/affordability. These show up as an "adjustment" on my bill with no explanation. They do NOT show up as a late charge. 5/4/2012 \$1.59 ADJUSTMENT 11/9/2012 \$2.33 ADJUSTMENT 1/11/2013 \$1.99 ADJUSTMENT 5/10/2013 \$2.17 ADJUSTMENT 6/12/2013 \$2.35 ADJUSTMENT 8/12/2013 \$2.50

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UTILITY COMPLAINT FORM

ADJUSTMENT 2/12/2014 \$2.20 ADJUSTMENT 4/9/2014 \$0.91 ADJUSTMENT 6/10/2014 \$1.17 ADJUSTMENT
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/16/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 6/16/2014

Opinion No. 2014 - 116670

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 116669

Date: 6/16/2014

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

Complaint By: First: Last:
Jnay McDonald

Account Name: Jnay McDonald Home: (

Street: Work: (000) 000-0000

City: Sun City CBR:

State: AZ Zip: 85373 is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

OPPOSED

W-01303A-10-0448

WATER

From: Util-PublicComment
Sent: Friday, June 13, 2014 10:47 PM
To: Util-PublicComment
Subject: Public Comment

Name: Jnay McDonald
Date: 06/13/2014

CityStateZip: Sun City, AZ 85373
Cell:
Docket:
DocketNo: W-01303A-10-0448
Utility: EPCOR
Position: Con

Comments: I am disgusted by the discriminatory rates, fees, and costs that the residents of the Crossriver community in the Agua Fria water/wastewater district are being required to pay. It is known that surrounding communities throughout the valley (including nearby Sun City Grand and Surprise) pay a flat sewer rate. We here in Crossriver are not only charged a basic sewer service charge, but we also are required to pay a volume rate based on our water usage that is not accurately measured by Epcor's meter readers. When you have no pool, desert landscaping that is only rarely watered, high efficiency appliances, and active water conservation and still have bills nearing \$200 per month, there is something terribly wrong. We have written letters, signed petitions, and basically begged both Epcor and the ACC to please do something about these unfair charges, in

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particular regarding wastewater charges/rates, and yet we continue to wait. However, our patience as homeowners in this matter is growing very thin. My husband and I are seriously considering selling our home and moving to an area that is not serviced by Epcor. However, it is now known that our area has these terrible water/sewer bills and we fear we will not get a fair price for our beautiful home in an amazing community. We feel trapped! Something needs to happen in regards to this matter and SOON. I fear this is a GIANT lawsuit in the making if something does not change. As a resident of the Crossriver community, I know that I am not alone and we will pursue this matter vigorously until we receive a just outcome. My decisions in elections will likely also be affected by how this matter is handled.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/16/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 6/16/2014

Opinion No. 2014 - 116669
