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Arizona Corporation Commission
1200 West Washington -2nd floor
Phoenix, Arizona 85007

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ORIGINAL

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
Residential Utility Consumer Office

1100 West Washington Suite 202

Phoenix, Arizona 85007

Arizona Corporation Commission
DOCKETED

JUN 18 2014

Epcor Water Company

2355 Pinnacle Peak Road # 300

Phoenix, Arizona 85027

DOCKETED BY 

June 17, 2014

Attention: Arizona Corporation Commission, Residential Utility Consumer Office and Epcor Water Company

We have repeatedly tried to express our financial hardship regarding the discriminatory treatment of the Aqua Fria water customers regarding our water and waste water rates. We have been tossed around like a basketball between the two entities, Epcor and the ACC. Enough is enough!

Despite continued assurances that something will be done, nothing has happened to date. Epcor Aqua Fria customers are slated to receive yet another water rate increase the 1st of July, 2014. Thus, we have taken this matter into our own hands. As a gesture of good faith we propose the following two options as interim relief for your beleaguered customers:

1. We propose that Epcor defers the wastewater "Sewer Volume" charge until after 10K gallons metered usage.

Or:

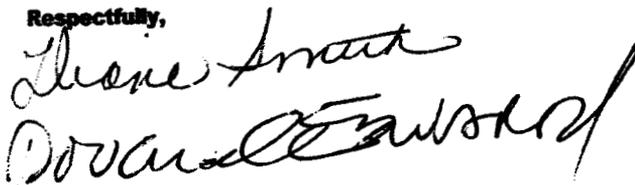
2. We propose that Epcor charge all the Aqua Fria water district customers only 30% of the metered water usage as wastewater.

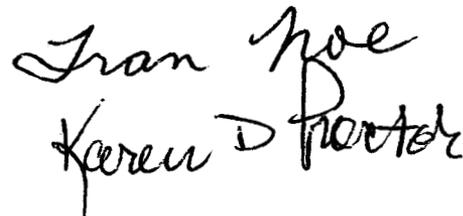
These proposals will not have an impact on anyone, except the Aqua Fria Customers that have suffered discrimination under the current rate structure, and Epcor, who is responsible for this discrimination. Epcor has the power to rectify this situation without legislative or administrative intervention.

Please reply by July 1st, 2014. Attached is a further explanation for your convenience. We would appreciate contact by emails @ skylar_98@q.com and noeshomes@earthlink.net.

Thank you for your time and consideration in this matter.

Respectfully,




Fran Noe
Karen D. Proctor

Points of Clarification

The Agua Fria Water District's wastewater rates are discriminatory due to the fact that we are charged a "Sewer Basic Service" charge (which amounts to \$57.36) and an additional "Sewer Volume" charge (in the amount of \$6.98 per **every** 1000 gallons delivered) up to a cap of 7000 gallons. This "Sewer Volume" charge on every gallon metered is discriminatory for a couple of reasons:

First: the City of Phoenix recognizes that only 30% of metered (delivered) water is in fact wastewater, as measured at the flume. They testified to this at the Anthem rate hearing, where they also stated that they would **not** pay for anything greater than that 30%. They were subsequently told that was all they would have to pay. We on the other hand continue to pay for every gallon of potable water delivered as wastewater until the 7000 gallon cap is reached. At \$6.98 per 1000 gallons that "Sewer Volume" charge results in an additional \$48.85 on our already high water bills. The industry average for a residential water customer is 9000 gallons a month. Our wastewater bills are almost always over 7000 gallons, and therefore our usual and customary **wastewater** portion of our water bill, including an ACC Regulatory Assessment Charge of \$0.22, is a total of \$106.43! That's just the wastewater portion of our bill.

Second: To our knowledge we are the only Epcor customers who are being charged a "Sewer Volume" charge for our wastewater, and even then the charge is based on the **total of our water being metered**, when in reality only 30% goes down the drain as wastewater.

When you add our charges for the water metered, which for the same 7000 gallons is a total of \$44.94, plus the assorted taxes of \$2.86, the typical Agua Fria Water District customer's water bill becomes \$154.04 for 7000 gallons of water. No one else in the Phoenix metropolitan area, in fact no one else in Arizona, and almost no one else **in the country** pays this much for water!

One last point: We are anxiously awaiting another water rate increase on July 1st, 2014, and another wastewater rate increase on January 1st, 2015.

These two increases will result in an additional approximately \$20.00 to the average Agua Fria Water District's customer's water bill. Is this discriminatory? It is discriminatory, arbitrary and capricious.

Doyle/CB

DOUGLAS EDWARDS

Bill Period & Meter Information

Billing Period Mar 11 to Apr 09 (29 days)
Rate Type: AZ Residential

Service Address	13517 W SOLA DR SUN CITY WEST, AZ 85375
Premise Number	230122272
Meter Number	S52188570
Meter Type	3/4 inch
Unit of Measure	Thousand Gallons
Meter reading on Apr 09 (actual)	174
Meter reading on Mar 11 (actual)	168
Total Water Usage	6

Your Other Charges

ACC Regulatory Assessment Chrg	\$0.08
WhiteTank HUF Basic Svc Credit	-\$0.14
WhiteTank HUF Commodity Credit	-\$0.12
Subtotal of Other Charges	-\$0.18

Your Taxes

County Tax - Maricopa	\$0.28
State Tax - Arizona	\$2.26
Water Use Tax - Arizona	\$0.04
Subtotal of Taxes	\$2.58

Total Current Charges

\$142.60

Current Activity

Your Water Charges

Water Basic Service	\$21.19
Cost of water you used (Mar 11-Apr 09)	
4.00 Gallons X \$2.791	\$11.16
2.00 Gallons X \$4.1742	\$8.35
Ground Water Withdrawal Fee	\$0.06
Subtotal of Water Charges	\$40.76

Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36	✓
Sewer Volume (Mar 11-Apr 09)		
6.00 Gallons X \$6.9782	\$41.87	✓
ACC Regulatory Assessment Chrg	\$0.21	
Subtotal of Water Charges	\$99.44	✓

Important Information

Spring is here! We invite you to walk through one of our Xeriscape demonstration gardens to learn about native landscaping. Did you know planting low water-use plants will save you money? For more information, visit epcor.com.

FRW/CR

FRANCES NOE

Bill Period & Meter Information

Billing Period Feb 07 to Mar 07 (28 days)
Rate Type: AZ Residential

Service Address 11756 W DALEY LN
SUN CITY, AZ 85373

Premise Number 230121512

Meter Number S49777545
Meter Type 3/4 inch ✓
Unit of Measure Thousand Gallons

Meter reading on Mar 07 (actual) 631
Meter reading on Feb 07 (actual) 625

Total Water Usage 6

Your Other Charges

ACC Regulatory Assessment Chrg \$0.08
WhiteTank HUF Basic Svc Credit -\$0.14
WhiteTank HUF Commodity Credit -\$0.12

Subtotal of Other Charges -\$0.18

Your Taxes

AZ County Tax Maricopa \$0.28
AZ State Tax \$2.27
AZ Water Use Tax \$0.04

Subtotal of Taxes \$2.59

Total Current Charges \$142.61

Current Activity

Your Water Charges

Water Basic Service \$21.19

Cost of water you used (Feb 07-Mar 07)

4.00 Gallons X \$2.791 \$11.16
2.00 Gallons X \$4.1742 \$8.35

Ground Water Withdrawal Fee \$0.06

Subtotal of Water Charges \$40.76

Your Wastewater Treatment Charges

Sewer Basic Service \$57.36 ✓

Sewer Volume (Feb 07-Mar 07)

6.00 Gallons X \$6.9782 \$41.87 ✓

ACC Regulatory Assessment Chrg \$0.21 ✓

Subtotal of Water Charges \$99.44 ✓

Important Information

In March, our Web Self-Serve option for customers will be enhanced, making it easier for you to manage your account online, anytime! Questions? Visit epcor.com or call 1-800-383-0834.

March 22, 2014 is World Water Day. Visit epcor.com to learn more about your water, where it comes from and how you can help to protect it.