

WS-01303A-14-0010



0000154291

ARIZONA CORPORATION COMI

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

2014 JUN 24 A 11: 37

Fax:

Priority: Respond Within Five Days

ORIGINAL

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Opinion No. 2014 - 116768

Date: 6/23/2014

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

Arizona Corporation Commission  
DOCKETED

JUN 24 2014

Complaint By: Samuel

Last: Tilford

Account Name: Samuel Tilford

Home

DOCKETED BY [Signature]

Street:

Work: (000) 000-0000

City: Sun City West

CBR:†

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE \*\*\*\*\*DOCKET NO. WS-01303A-14-0010\*\*\*\*\*

I am complaint as I am sure your corporation is aware of the unbelievably high rates we are charged in the Agua Fria Community. Our water rates themselves are for the most part in line with other communities but our wastewater is unbelievably high and we have another increase coming in January of 2015. My family is struggling as is as we live paycheck to paycheck as most middle class American's due and I can't continuously be able to afford \$140 - 160 a month water bills with just my wife and I and a 2 year old son and we have no pool or real grass and only a couple of trees that I water 2 times per week. If I am going to be charged per gallon of wastewater used I want a meter that can monitor that usage. I don't feel it is right and hinders on borderline illegal that I am charged for wastewater based on an estimate of the water I consume. To put in perspective - my parents live in the 85032 zip code in Phoenix. They have a 45 year old home with no plumbing updates and a 25 year pool that has all original piping and pump. They pay an average of \$70 per month which includes trash as mine does not include that. They also live on a corner lot with real grass in both, the front and back yards that are watered regularly as well as many trees, fruit trees and plants.

I feel as though myself and my family are being taken advantage of as a consumer because we have no options, no other water company to turn to and my family is struggling to survive and I don't know how much longer we can hold on before we have to consider selling our home.

Thank you in advance and I hope you take these complaints seriously.

Samuel  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

6/23/14 Opinion noted and filed in Docket No. WS-01303A-14-0010. closed  
\*End of Comments\*

Date Completed: 6/23/2014

Opinion No. 2014 - 116768

---

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid      Phone: (      Fax:      )

Priority: Respond Within Five Days

Opinion      No. 2014 - 116770      Date: 6/23/2014

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

Complaint By:      First: Judy      Last: Rovno

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

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

City:      Fort Mohave      CBR:

State:      AZ      Zip: 00000      is: E-Mail

Utility Company:      EPCOR Water \*AAWC

Division:      Water

Contact Name:      Contact Phone:

Nature of Complaint:  
\*\*\*\*\*OPPOSED TO RATE INCREASE \*\*\*\*\*DOCKET NO. WS-01303A-14-0010\*\*\*\*\*

To whom it may concern:

We protest this current rate increase. I have listened to the reasons and cannot understand why someone's decision to spent all kinds of additional money and not asking first whether this would cause an increase in a already extremely high monthly fee.  
The fee is already higher than anywhere else in our vicinity. Example BHC 33.00 a month.  
This would cause a hardship on our family we are barely making by now.  
I totally am against this increase and will be very unhappy and disappointed if it happens. I am considering leaving the area if it is implemented.

Judy Rovno

Direct Contact Number

Live life to the MAX

Thank you in advance and I hope you take these complaints seriously.

Samuel  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

**Investigator's Comments and Disposition:**

6/23/14 Opinion noted and filed in Docket No. WS-01303A-14-0010. closed

\*End of Comments\*

**Date Completed:** 6/23/2014

**Opinion No.** 2014 - 116770

---

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116758

Date: 6/23/2014

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

Complaint By: First: Albert & Eileen Last: Trueman

Account Name: . Home: (000) 000-0000

Street: . Work: (000) 000-0000

City: Fort Mohave CBR:

State: AZ Zip: 00000 is:

Utility Company: EPCOR Sewer \*AAWC

Division: sewer

Contact Name: . Contact Phone: (

Nature of Complaint:

.\*\*\*\*\*OPPOSED TO RATE INCREASE\*\*\*\*\*DOCKET NO. WS-01303A-14-0010\*\*\*\*\*

We protest the rate increase application Epcor is filing.

We already pay 2x as much as residents in Bullhead City, AZ. Now they want to increase it by even more.

The facility was expanded due to the expected population growth in the Fort Mohave area. This did not happen and now they expect the residents to cover this mistaken calculations. That is unfair to the people.

We do not want the increase. Most of us here are retired and on fixed incomes

Albert M and V Eileen Trueman

Fort Mohave, AZ 86426

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. WS-01303A-14-0010. closed

\*End of Comments\*

Date Completed: 6/23/2014

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Opinion No. 2014 - 116758

---

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116749

Date: 6/23/2014

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

First:

Last:

Complaint By: Norman

Dack

Account Name: Norman Dack

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company: EPCOR Sewer \*AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE\*\*\*\*\*WS-01303A-14-0010\*\*\*\*\*

From: NORMAN DACK [mailto:]  
Sent: Monday, June 23, 2014 7:45 AM  
To:  
Subject: Sewer Charges

Your charges are ridiculous. I'm 81 years old and have lived in many places including England, Canada, and a couple of states. Not until I came to Fort Mohave had I ever heard of a sewer charge, especially for people that are not using the sewer. Unbelievable. Norman Dack.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. WS-01303A-14-0010. closed  
\*End of Comments\*

Date Completed: 6/23/2014

Opinion No. 2014 - 116749