

W-01303A-10-0448



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OPEN MEETING AGENDA ITEM
ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: 2014 JUL 14 A 11: 13

Fax: (

Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2014 - 117007

Date: 7/11/2014

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

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Arizona Corporation Commission
DOCKETED
JUL 14 2014

Complaint By: First: Jessica Last: Thorpe

Account Name: Jessica Thorpe

Home: (

Street:

Work:

City: Waddell

CBR:

State: AZ Zip: 85355

is:

DOCKETED BY [Signature]

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

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

Mr. Steve Olea

I am writing this letter regarding our EPCOR water bill. I would like to respectfully request a re-visit into the water bill rate issue with this company. The Arizona Corporation Commission, for the people, by the people is responsible for successfully voting for this company's rates. Attached is a copy of our most recent water bill. This is obscene. The water basic service fee is HIGHER than the actual usage of water fee. This needs to change. We have no other options as far as water companies to use. They have a monopoly and are over charging. Every EPCOR customer is unhapp. I have seen blog discussions, I have read complaints. Please take the time to re-visit this issue with this company. If you are an EPCOR water customer you would too be this upset. The biggest issue is the monthly basic service fee. EPCOR is significantly higher. Our bill: \$53.03 monthly service fee while our usage for the month costed \$50.09. This is unjustified. Elections are coming up and the ACC is there to keep our utility costs down, this is NOT happening. A new ACC team is necessary unless something can change. In comparison to various water companies through out the state, EPCOR is higher by 200%. See the research below:

Basic Chare for:

Liberty water	Glendale water	Community Water	Tucson water	Chandler water	EPCOR
1"meter					
\$22.95	\$17.40	\$24.00	\$16.24	\$18.08	\$49.40
3/4 meter					
\$10.20	\$12.30	\$13.00	\$10.92	\$14.16	\$19.50
5/8 meter					
\$10.20	\$ 9.70	\$13.00	\$ 8.27	\$ 8.27	\$19.50
Usage charge					
0-5k	\$1.00	0-6k \$ 2.14	0-21l \$2.50	1-10k \$1.26	0-45k \$ 3.89

ARIZONA CORPORATION COMMISSION
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5-20k \$1.91 7-15k \$ 2.68 21K+ \$3.42 10-15k \$2.45

So as you all see EPCOR is way out of line then the 4 other water companies I surveyed. I am not sure why EPCOR'S rates were ever approved by those of you apart of the ACC, but this is not what is in the best interest of the people. Please, help get EPCOR costs down.

Sincerely,
Jessica Thorpe
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/11/14 Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 7/11/2014

Opinion No. 2014 - 117007
