

W-01303A-10-0448

OPEN MEETING AGENDA ITEM



0000154678

ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: 2014 JUL 15 A 9:32

Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Opinion No. 2014 - 117044

Date: 7/14/2014

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

ORIGINAL

Complaint By: First: Katie Last: Vasquez

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

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

City: Sun City CBR:

State: AZ Zip: 85373 is:

Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE\*\*\*\*\*DOCKET NO. W-01303A-10-0448\*\*\*\*\*

Name: Katie Vasquez  
Date: 7/14/2014  
Address:  
Phone:  
CityStateZip: Sun City, AZ, 85375  
Cell:  
Docket:  
DocketNo: W-01303A-10-0448  
Utility: EPCOR  
Email:

Arizona Corporation Commission  
DOCKETED

JUL 15 2014

DOCKETED BY

Comments: Due to the high cost of our water we are unable to maintain all of our living expenses. We have to pay our water bill, we can not live without water. We have lived in our house for 4 years and every year the water bill slowly increases. We are a family of four, with two small children we should not have to pay \$177 a month in water. We are a young family who moved to an up and coming area to provide a nice home for our children but the cost of water does not help our financial situation. We can not continue to pay our living expenses if we have to pay more for water. There was just another increase effective July 1st which is going to cause financial issues for us. We love the area, but we will have to move if there is no change to the issues with the high cost of water. We can not continue to pay this much monthly for the water bill. This is unfair and changes need to occur. I have lived in Arizona all my life and I have never seen water bills as high as this.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Opinion noted and filed in Docket No. W-01303A-10-0448. closed  
\*End of Comments\*

Date Completed: 7/14/2014

Opinion No. 2014 - 117044

---

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117043

Date: 7/14/2014

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

First:

Last:

Complaint By: Rebecca

Brown

Account Name: n/a

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE\*\*\*\*\*DOCKET NO. W-01303A-10-0448\*\*\*\*\*

Name: Rebecca L Brown

Date: 07-14-14

Address:

Phone:

CityStateZip: Sun City

Cell:

Docket: Becky Brown

DocketNo: W-01303A-10-0448

Utility: Epcor

Email:

Comments:If something doesn't change with the current water rates, we are going to be forced to move from the area. We are nearing retirement age and cannot afford to have a water bill equal to or higher than our electric bill. We currently own two homes in the Epcor billing area, one of which is a rental and when we don't have a tenant, we are responsible for the water bill there along with our current dwelling. This is going to cause us to sell both homes. We love the area but are no longer able to afford to live here because of the severe rate increases. Unfortunately, this is going to lower the value of the homes in our area because new owners are not going to want to pay your current prices and we don't blame them. We don't either. PLEASE for the sake of current homeowners, reconsider your rates. My former location was in the zip code of 85310 and I NEVER had a water bill over \$110 and that was only because we had just had a pool put in and had to fill it up. My bills there normally ran anywhere from\$68-\$90 a month. This also included sewer, sanitation, trash pick up, recycle pick up AND a once a month large item pick up. My current bill is running \$180 per month for just two adults. My former tenant was single and had no trees, no grass in the yard and only a few shrubs and his bill ran him \$165-\$180 per month. Based on the \$1200 a month Social Security we will be receiving, we will not be able to afford to have a house payment, HOA payment and utilities of almost \$400 a month. We are begging you for reconsideration. Sincerely, Rebecca L Brown

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-10-0448. closed

\*End of Comments\*

Date Completed: 7/14/2014

Opinion No. 2014 - 117043

---



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Opinion noted and filed in Docket No. W-01303A-10-0448. closed  
\*End of Comments\*

Date Completed: 7/14/2014

Opinion No. 2014 - 117042

---

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117041

Date: 7/14/2014

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

Complaint By: Monet Humphries

Account Name: Monet Humphries Home: (000) 000-0000

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

City: Sun City CBR:

State: AZ Zip: 85373 is:

Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE\*\*\*\*\*DOCKET NO. W-01303A-10-0448\*\*\*\*\*

Name: Monet Humphries
Date: July 14, 2014
Address:
Phone:
CityStateZip: Sun City AZ 85373
Cell:
Docket:
DocketNo: W-01303A-10-0448
Utility: Epcor Water
Email:

Comments:Since Epcor began providing water to my community my water bill has increased 300%. In an effort to reduce our water consumption and sewage charges we have taken up the grass from our backyard and replaced it with artificial turf. My husband did this project on his own. We have desert landscaping in the front yard and in the remainder of the back. We keep laundry and showering to a minimum. Sometimes it feels like we are almost living in third world conditions in an effort to reduce our water bill...alas, to no avail. In addition to the high charges I do not understand, even after calling Epcor, why they are allowed to bill us 14 times in one year. There are two months throughout the year when they will bill us with a due date within the same month. Their explanation is beyond understanding. This high water and sewage bill has put tremendous pressure on my family of 4. My husband is the only one working and we find we must cut back in essentials....ie. Food....to be able to pay our water bill.

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-10-0448. closed

\*End of Comments\*

Date Completed: 7/14/2014

Opinion No. 2014 - 117041

---

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 117039

Date: 7/14/2014

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

First:

Last:

Complaint By: Stan

Williams

Account Name: Stan Williams

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE \*\*\*\*\*DOCKET NO. W-01303A-10-0448\*\*\*\*\*

Name: Stan Williams

Date: 07/14/14

Address:

Phone:

CityStateZip: Sun City, AZ 85373

Cell:(

Docket: EPCOR Project

DocketNo: W-01303A-10-0448

Utility: EPCOR

Email:

Comments:My comment is about my high water bills. I have tried everything to conserve water and my bill are just going up. Ever since EPCOR has taken over as our water provider our bill has increased to the point where we are doing things that we never thought we would have to do. It is just my wife and I, and these are the things that we have done. 1. We have cut back on watering the yard so much that it's yellowing and our plants are unhealthy. We've even had some plants die. 2. When we shower we only let the water run when we are rinsing. We shut the water off when we are soaping up. 3. This one is the most pathetic. We have come to a desperate point because our water bill had reached \$191. We have now reduced ourselves to not flushing the toilets when we urinate. We let it go until we can't stand the smells and then we flush. I know my water system is not leaking, I know I have no running toilets or any other problems. We are doing everything we can to conserve water to the point that we feel like we are living in a 3rd world country. My wife and I never thought we would ever have to had to live like this or have to resort to such extreme measures to try and lower our water bill. In doing all of these things, our water bill was \$191 last month and \$175 this month. I don't know what else to do to try and lower our water bill. EPCOR has been raising their rates so much that people are moving out of the area because of their water bills. I don't understand how they can get away with this. EPCOR is raping the public and it seems there is nothing we can do about it but the ACC can. I am pleading with you. PLEASE get EPCOR to

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

lower their rates to be comparable to peoria. They are the closest city and they have fare water and sewer rates. I don't know who else to turn too, the ACC is our only hope. Your attention to this matter is greatly appreciated. Thanks you for your consideration, Stan Williams

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-10-0448. closed

\*End of Comments\*

Date Completed: 7/14/2014

Opinion No. 2014 - 117039

---