



0000154695

OPEN MEETING AGENDA ITEM

W-01303A-10-0448

Mr. Bob Stump

ORIGINAL

June 30, 2014

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 absurd. 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 unhappy. 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:

.Liberty water.....Glendale water.....Community Water..... Tucson Water...Chandler Water.....**EPCOR**

Basic Charge for:

1" meter

.. \$22.95.....\$17.40.....\$24.00..... \$16.23.....\$18.08.....\$49.50

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.....\$12.42..... \$19.50

Usage charge

Liberty Water	Glendale Water	Community Water	Tucson Water	EPCOR
0-5k\$ 1.00.....	0-6k \$2.14	0-21k \$ 2.50.....	1-10k \$ 1.26.....	0-45k \$3.8958 4.172
5-20k..... \$ 1.91.....	7-15k \$2.68	21k+ \$3.42	10-15k \$ 2.45	
20k+\$3.03	16-30k \$3.76		16-30k \$6.45	

So as you all can 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

Arizona Corporation Commission

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JUL 15 2014

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 ARIZONA CORPORATION COMMISSION
 DOCKET CONTROL

Bill Period & Meter Information

Billing Period May 21 to Jun 20 (30 days)

Rate Type: AZ Residential

State Tax - A

Water Use Ti

Subtotal of *

Service Address

[REDACTED]

Total Cui

Premise Number

[REDACTED]

Importar

We are com

water. Your:

www.epcor.c

Meter Number

S51786016

Meter Type

1 inch

Unit of Measure

Thousand Gallons

Meter reading on Jun 20 (actual)

327

Meter reading on May 21 (actual)

315

Total Water Usage

12

On July 1, 2014, EPCOR Water will implement the final phase of the three-phase water rate increase approved by the Arizona Corporation Commission in May 2012. For questions, please visit epcor.com or call 1-800-383-0834.

Current Activity

Your Water Charges

Water Basic Service \$53.03

Cost of water you used (May 21-Jun 20)

12.00 Gallons X \$4.1742 \$50.09

Ground Water Withdrawal Fee \$0.12

Subtotal of Water Charges \$103.24

Your Other Charges

ACC Regulatory Assessment Chrg \$0.21

WhiteTank HUF Basic Svc Credit -\$0.35

WhiteTank HUF Commodity Credit -\$0.25

Subtotal of Other Charges -\$0.39

Your Taxes

County Tax - Maricopa \$0.72

Do not understand how this is keeping costs down?

Paying Your Bill

Mail: EPCOR Water
PO Box 80036
Prescott, AZ 86304-8036
Phone: 1-800-383-0834
Online: www.epcor.com