

OPEN MEETING AGENDA ITEM



0000154766

COMMISSIONERS
BOB STUMP - Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



ARIZONA CORPORATION COMMISSION

RECEIVED

2014 JUL 18 P 4: 01

July 18, 2014

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

To: Docket Control

RE: EPCOR Water Arizona Inc.
Docket No. W-01303A-10-0448

Please docket the attached ____13____ customer comments OPPOSED to the rate increase for water and sewer services.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

JUL 18 2014

DOCKETED BY

ORIGINAL

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2014 - 117133

Date: 7/18/2014

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

Complaint By: First: Patti and Bob Last: Taschetta

Account Name: Patti and Bob Taschetta

Street: Work: (000) 000-0000

City: Sun City

State: AZ Zip: 85373 is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED

W-01303A-10-0448

WATER

Please see attached water bill for the month of June. We have been out of town since May. This bill clearly shows that we used on .75 gallons of water which is \$2.09. The remaining \$88.08 is Epcor charges. We are both retired and we bought this house three years ago in order to downsize for more affordability in our older years. The water bills continue to rise and now are among our highest bills and becoming very hard to manage. After calling Epcor last week we were told that even though our water usage was only \$2.09 we were told that water coming in must go out and so we have to pay all the other charges associated with that. In my opinion \$88 for less than a gallon of water is outrageous and should be considered criminal.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/18/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 7/18/2014

Opinion No. 2014 - 117133

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2014 - 117125 Date: 7/18/2014

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

Complaint By: First: Last:
Brittany Axelson

Account Name: Brittany Axelson

Street: Work: (000) 000-0000

City: Sun City

State: AZ Zip: 85373 is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED

W-01303A-10-0448

WATER

I am writing in regards to the unreasonably high water rates EPCOR is charging for our residential area. My husband and I have lived in the Crossriver community for almost 7 years now, so we are part of the unfortunate group in this community who has seen the water rates go from reasonable to absolutely ridiculous after EPCOR took over. Our payment for usage for the month of May was \$215 (which is sadly typical). The bill I received today includes the following usage periods - Jun 06-Jun 30 & Jul 01-Jul 08. My husband shut off our drip system in our front yard over a month ago, and has been limiting watering our backyard grass to twice a week. On top of that, my husband and I were out of town for 4 days during the usage period that is on our current bill. How on earth could our bill only have gone down \$7 from the previous month considering the changes we made in usage as well as being out of town? It makes me curious to see what my next bill will look like considering the fact that my husband and I will be out of town for 10 days starting this Friday (7/18), which will mean absolutely no water will be used. I am perturbed by the fact that it is only my husband and I who live in our house with grass in our backyard and a tree and a few small bushes in our front yard, and this is the type of water bills we get. My electric bill was only \$25 more (which I'm used to paying during the summer months). The fact that another rate increase is taking place this month absolutely disgusts me. How are people going to be able to keep affording to pay these unreasonable water bills? I have new neighbors who were absolutely astonished when they received their first water bill. They told me they wish they would have known about the crazy water rates before they chose to buy in this neighborhood. If anything, the fact that our water rates our so high is what is going to turn people away from living in this great community. Eventually, if things keep going the way they are with our high water rates, people are going to start to move out of the neighborhood or losing their homes because of bills. My husband and I have talked about moving because of the ridiculous water rates, but we love our community too much to leave. It is sad to know that surrounding areas pay so much less for water than we do. Something needs to change to bring a fairness to our community for the cost of water.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

7/18/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 7/18/2014

Opinion No. 2014 - 117125

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2014 - 117126

Date: 7/18/2014

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

Complaint By: First: Brandy Last: Miller

Account Name: Brandy Miller

Street: Work: (000) 000-0000

City: Sun City

State: AZ Zip: 85373 is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED

W-01303A-10-0448

WATER

Our water once again has gone up, and it is causing a financial stress on our family. Last month our bill was \$167 (which alone is outrageous for a water bill), and I just received our latest water bill and it has went from \$167 to \$240!!! don't see how my water bill can jump up that month, we did nothing different this month then the previous months! I can not afford to pay this kind of water bill every month. I don't even have a pool so I can't see why my water bill would be this expensive!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/18/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 7/18/2014

Opinion No. 2014 - 117126

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2014 - 117120

Date: 7/18/2014

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

Complaint By: First: Danielle Last: Wiley

Account Name: Danielle Wiley

Street: Work: (000) 000-0000

City: Sun City

State: AZ Zip: 85373 is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED

W-01303A-10-0448

WATER

In the last 5 years, our water bill has tripled. What was \$78 dollars has now become \$256. For half of the year, our EPCOR bill alone is more than all our other utility bills combined (trash, electric, phone, cable, etc). This is outrageous! We are now at the point where we can no longer afford to pay these bills. In addition to my husband's full time employment, have had to take on a second part time job in order to make ends meet. We are a tight-knit community full of teachers, nurses, police and firefighters (who are by no means well off) and it breaks my heart to watch good friends and neighbors move because they can no longer afford the water/sewer rate increases. We need relief before our community falls apart. Thank you for your consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/18/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 7/18/2014

Opinion No. 2014 - 117120

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2014 - 117076

Date: 7/16/2014

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

Complaint By: First: Debbie Last: Robbins

Account Name: Debbie Robbins

Street: Work: (000) 000-0000

City: Sun City West

State: AZ Zip: 85375 is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED

W-01303A-10-0448

WATER

We have lived in the Crossriver neighborhood for 3 years now. Our last water bill from EPCOR is officially higher than our electric bill for a 2,400 square foot home. It is only my husband and I, we barely water our plants/grass, we're not home all day, yet our bill has continued to rise. Our water bill is higher than a family of five down the street. How is that possible? This has to stop!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/16/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 7/16/2014

Opinion No. 2014 - 117076

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2014 - 117074 Date: 7/16/2014

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

Complaint By: First: Wendy Last: Smith

Account Name: Wendy Smith

Street: Work: (000) 000-0000

City: Sun City

State: AZ Zip: 85373 is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED

W-01303A-10-0448

WATER

Date:7/16/2014

DocketNo:W-01303A-10-0448

Utility:Epcor

Comments:We have lived in the Crossriver community for 6 years. I previously owned a home in Crossriver and am now renting in Crossriver. My husband and I are planning on buying a home next Spring and although we LOVE this community, we will sadly not be buying a home here unless the water rates are changed. The unreasonably and unfairly high water rates put a huge burden on our family of 6. We can buy a house in a community less than a mile away and pay a substantially smaller water bill, so that is what we shall do if no changes are made. I do not want to leave this community, my kids do not want to leave their friends, but we have to do what we can afford and every dollar counts when you are raising 4 children. We beg you to make some changes, to force Epcor to charge fair water rates so this community can continue to thrive and home values do not fall.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/16/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 7/16/2014

Opinion No. 2014 - 117074

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2014 - 117085 Date: 7/16/2014

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

Complaint By: First: Lauren Last: Wendt

Account Name: Lauren Wendt

Street: Work: (000) 000-0000

City: Sun City CBR:

State: AZ Zip: 85373 is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01303A-10-0448 WATER

7/16/14: Email

As a young family we have never experienced such expenses as we have living her in Dos Rios. There are many home improvements we would like to do but just have not found the money todo it. We really want to install a pool and landscape our backyard, but the cost of water has stopped that notion completely. We are worried that the cost to fill it and maintain it would just be to big of a stretch. Our first month receiving a water bill I called Epcore because I figured there had to be a leak somewhere for the bill to be that high. We hadn't even moved the washer into the house yet! How could a bill be over 100\$ and I hadn't even done my laundry. The cost is three times as much as we have ever paid elsewhere and it just does not seem legitimately fair. My self and neighbors have all said with the cost of living in this community; water and increased HOA due to the water, we will be moving in the next 3-5 years. That extra 100\$-120\$ a month we would be saving on water makes the difference when you have young ones in the house. Every penny counts for us working parents.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/16/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 7/16/2014

Opinion No. 2014 - 117085

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: ,

Priority: Respond Within Five Days

Opinion No. 2014 - 117093

Date: 7/17/2014

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By: Kimberly

Smith

Account Name: Kimberly Smith

Street:

Work: (000) 000-0000

City: Sun City

State: AZ Zip: 85373

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED

W-01303A-10-0448

WATER

We are a family of 4 with a swimming pool and some grass. We have seen a consistent increase in our EPCOR bill over the last couple years with no end in sight. This month our bill is \$220. There was a rate increase effective July 1. Our current billing period is only through July 10. We are expecting an even higher bill next month since the full month will be billed under the increased rate. In April we had our pool drained and our bill was \$246 due to the waste water. I am expecting our bill to be that high again next month but only because of the increase in the rates. This is beyond ridiculous. The rates are apparently due to the small number of users in our community. But, if our community is smaller in comparison, why wouldn't our rates be smaller to be more comparable to our community size? The overall impact on the community is detrimental. I have seen many comments on social media from new residents who wish they had not moved to our community because of EPCOR's rates and potential residents who are concerned over the rates. EPCOR's billing process is unethical. Meters are not read. Waste water is miscalculated. It is time for this matter to be corrected.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/17/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 7/17/2014

Opinion No. 2014 - 117093

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2014 - 117100

Date: 7/17/2014

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

First:

Last:

Complaint By:

Johnny

Sands

Account Name:

Johnny Sands

Home:

Street:

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

W-01303A-10-0448

WATER

I am writing to make a formal complaint regarding Epcor Water. My main concern is our water and sewage rates. The prices that Epcor charges are unrealistic and on average 75 percent higher than all other water companies in the entire United States. The quality of the water is very poor, which forces our family to purchase bottled water to be used for drinking and cooking, which also increase our water costs. Another concern I have with Epcor is the accuracy of their meter readings. I don't believe that we use as much water as it states on our monthly bill. As a family of 5 we are having a very hard time paying our water bill each month. Often when paying our bill my wife and I have to figure out a way to pay our bill after providing groceries and other needed expenses. We have had our water shut off in the past on one occasions because we could not pay our bill on time. I have found that Epcor will work with you on paying your bill, however they ask for 25 percent down which includes the previous balance and new balance. Sincerely yours, Johnny & Melinda Sands

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/17/14: Entered for the record and docketed (Inquiry sent to EPCOR)

End of Comments

Date Completed: 7/17/2014

Opinion No. 2014 - 117100

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2014 - 117095

Date: 7/17/2014

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

Complaint By: First: Tabitha Last: Anderson

Account Name: Tabitha Anderson

Street: Work: (000) 000-0000

City: Sun City

State: AZ Zip: 85373 is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED

W-01303A-10-0448

WATER

My water bill is outrageously high. It is over 300 dollars for the month of June. Our house is only 1900 square feet. We don't use anymore water than the average person. There is no way that we should be getting charged this much for 12000 gallons of water.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/17/14: entered for the record and docketed CLOSED

End of Comments

Date Completed: 7/17/2014

Opinion No. 2014 - 117095

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2014 - 117096

Date: 7/17/2014

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

Complaint By: First: Daniel Last: Durand

Account Name: Daniel Durand

Street:

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED

W-01303A-10-0448

WATER

Our water bill is between \$160-\$190 a month not including trash and sewer. We have desert landscaping, with no backyard landscaping. We have two adults in our household who work 12hrs to 16hrs a day. Does this seem accurate? We are looking to move due to the water in this area. We would like to landscape, but do not for fear of an outrageous water bill. Aside from the high water rates, the water quality is horrendous. The water has an odorous smell and is so hard that it ruins appliances and dries skin/hair. I could not imagine bathing a child in this water without a softener. In addition to the high water rates, the one inch meters that were placed in these household should be replaced as well. Who puts a one inch meter in a 1400 square foot house? This water has taken a tremendous toll on our budget, the sale value of our homes. The value of homes in this zip code is only expected to gain 1% in comparison to 4% in Maricopa county. This is impacting the investments that people place in their homes.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/17/14: Entered for the record and docketed ((Inquiry also sent to Company)

End of Comments

Date Completed: 7/17/2014

Opinion No. 2014 - 117096

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Priority: Respond Within Five Days

Opinion No. 2014 - 117147

Date: 7/18/2014

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

Complaint By: First: Cindi Last: Eveleigh

Account Name: Cindi Eveleigh

Street: Work:

City: Sun City

State: AZ Zip: 85373 is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Nature of Complaint:

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

From: Util-PublicComment
Sent: Tuesday, July 15, 2014 4:45 PM
To: Util-PublicComment
Subject: Public Comment

Name: Cindi Eveleigh
Date: 7/15/14

CityStateZip: Sun City, AZ 85373
Cell: []
Docket: []
DocketNo: W-01303A-10-0448
Utility: EPCOR Water
Position: Dther

Comments: EPCOR's water rates are way out of line with all neighboring utilities and are, in fact, the highest in the state. I likely would not have purchased a home here if I had known there were 60% rate increases in store that would result in this community paying 3 times as much for water as every other resident of Maricopa County. My water bill is almost equal to my average electric bill and I have a dependent parent who is in the home all day using air conditioning. There is no rationale that justifies a water bill equivalent to an electric bill when the usage is so drastically different. My household uses 6 to 7,000 gallons a month at our peak usage - this should not cost upwards of \$150 per month. The water bill makes our neighborhood less attractive and lowers the value of our homes relative to comparable communities. High water bills impact everyday budgets such as food, health care needs, and transportation. It is not a consumer's responsibility to make up for

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

inefficient business practices - it is the responsibility of the business to operate efficiently to deliver to quality product at a price the market is willing to pay. This market has no choice, so EPCOR charges whatever they want to in order to make up for their inadequacies. I urge the committee to allow us to re-align the district so we are not forced to purchase from EPCOR at exorbitant or force EPCOR to align their rates with those of their immediate neighboring competitors.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 7/18/2014

Opinion No. 2014 - 117147

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Priority: Respond Within Five Days

Inquiry No. 2014 - 117144

Date: 7/18/2014

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

Complaint By: First: Jordan Last: Wethington

Account Name: Jordan Wethington

Street: Work:

City: Sun City

State: AZ Zip: 85373 is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Nature of Complaint:

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

From: Util-PublicComment
Sent: Tuesday, July 15, 2014 1:33 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Jordan Wethington
Date: 7/15/2014
Address:

Cell:
Docket:
DocketNo: W-01303A-10-0448
Utility: EPCOR
Position: Other

Comments: We have lived in our neighborhood for 16 months, in that time we have watched our water bills from EPCOR skyrocket. Currently this month our bill is \$280.69. With all of our other bills we will not be able to pay this. Our first few bills were \$70 and have steadily increased. When we called to ask why our bills were so high, we were given no reason except that basically we used x amount of water. Unless we have a major leak (which we don't because we have had that tested) or the water is made of gold we are extremely overcharged.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 7/18/2014

Inquiry No. 2014 - 117144
