

OPEN MEETING AGENDA ITEM

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



ARIZONA CORPORATION COMMISSION

RECEIVED
2014 JUL 18 P 4:01

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL



0000154768

Arizona Corporation Commission
DOCKETED

JUL 18 2014

DOCKETED BY 

July 18, 2014

To: Docket Control

RE: EPCOR Water Arizona Inc.
Docket No. SW-01303A-09-0343, W-01303A-09-0343

Please docket the attached 6 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

ORIGINAL

SW-01303A-09-0343
W-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117112

Date: 7/17/2014

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

First:

Last:

Complaint By: Courtney

Keller

Account Name: Courtney Keller

Home

Street:

Work:

City: Sun City

State: AZ Zip: 85373

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO. W-01303A-09-0343*****OPPOSE

From: Util-PublicComment
Sent: Monday, July 14, 2014 10:26 PM
To: Util-PublicComment

Subject: Public Comment

Name: Courtney Keller
Date: 7/14/2014

CityStateZip: Sun City, AZ 85373

Cell: []

Docket: Epcor Water Arizona Inc.

DocketNo: W-01303A-09-0343

Utility: Epcor Water Arizona Inc.

Comments: My husband and I are a young family who have lived in Cross River since March 2012. We have two small kids. My husband works full time and I'm currently in school to finish my Masters degree. Our utility bills combined at this point could almost make another mortgage. Due to me currently working minimally and my husband working in an industry in which he relies on commissions, this has definitely caused us stress. Upon moving into the neighborhood in 2012, our EPCOR monthly bills were around \$140.00. This seemed unreasonably high, based on my past experiences. I've owned 3 homes previously and have never paid more than around \$60/month. At that point, we had no pool, no backyard landscaping (all rock), the two of us and one small child. Since then, our bills have steadily increased from \$140/month to \$203 this month. We have added a pool and minimal landscaping, but otherwise are by no means excessive with our usage. We take short showers, run the dishwasher once every few days, do laundry 1-2x week, and water our plants for 30 min/day.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

In addition to the high cost, there are several other frustrating occurrences. Last month, we had bills that were due 20 days a part, so we ended up paying EPCOR \$400 in 20 days. This was not due to lack of payment on our part or fees. The answer my husband received from EPCOR when he went there in person was that they have the right to run their payment cycles anywhere from 25-35 days apart. This is still not an explanation for why we were expected to pay 20 days apart. We work hard to keep our finances in order and bills paid, so to avoid getting into any trouble, my husband paid it. Another frustration is the fact that the usage/meter readings are not appearing to be accurate. Our usage has been consistently around 4-5K gallons a month. In Dec 2013, reported as 12K gallons. In Jan 2014, our usage was reported as 6K gallons that month. It has gradually increased from there, up to 17K gallons this month. There is no consistency in reported usage, however our water usage habits have not changed. In fact, my husband cut the time we water our plants in half last month, yet our usage is somehow at an all time high. To make an additional point, consider the following... We completed building a pool in July 2012. That month our usage was reported as 15K gallons, however we are now supposedly using 17K gallons a month without changing anything and actually attempting to reduce our usage. There is way too much inconsistency to be accurate. On top of the "water" rates being high, the wastewater cost is way above anything I've ever heard of. To pay over \$100/month for waste water alone is higher than any water bill I've had in the past and unfair. Thanks to those looking into this matter and I appreciate you taking the time to read my comments.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

Reference Complant No. 117113.

End of Comments

Date Completed: 7/17/2014

Opinion No. 2014 - 117112

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Please review these costs and allow us some relief on these items.

Sincerely,

Richard Spradlin and Christina Morris
Russell Ranch Homeowner

Litchfield Park, AZ 52340

(Complaint filed under #117117)

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/18/14

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 7/18/2014

Opinion No. 2014 - 117119

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 117127

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 7/18/2014

Opinion No. 2014 - 117121

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

some relief) our water/wastewater rates have gone completely out of reason and many times more than rates in almost anywhere else in Arizona. This is having a huge impact on the value of our properties and any potential buyers. Since the "Recovery" began in 2009 only one new home has been built in Russell Ranch, a subdivision of over 300 properties. Several homeowners near us sold or abandoned their homes citing high water bills as a primary reason for leaving. Some of the bills from Epcor for water/wastewater were over \$800 for just last month. This is before additional rate increases starting July 1 and another scheduled for 2015. Our personal wastewater bill was nearly three times the very high water bill. We have made every effort to minimize our water use including removing all grass and high water use plants. We even rejoined a local health club where we now take all of our showers! Would you buy this property when realizing the cost of maintaining landscaping and pools? This does not take in the costs passed on to us through the HOA for subdivision common areas. Water costs for some home owners have escalated from a car payment to a mortgage payment!

At the 2010 hearing, you requested Epcor do a cost analysis of the operation of the Russell Ranch treatment plant. Please review these costs and let us have some relief. And please disregard the latest Epcor hogwash that such an analysis would cost \$350,000. We paid for our treatment plant once, and we should not pay for it again nor should we be paying for treatment plants in other areas that we do not use. It is only common sense that users should be paying for the plant they use.

The Commission's attention to these matters is appreciated.

Sincerely,

James Palmer

Jolanta Romanowski

Russell Ranch
Litchfield Park, AZ 85340

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed:

Opinion No. 2014 - 117143

SW-01303A-09-0343
W-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Priority: Respond Within Five Days

Opinion No. 2014 - 117145

Date: 7/18/2014

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

Complaint By: **First:** Glenda **Last:** Morrison

Account Name: Glenda Morrison

Street: **Work:**

City: Sun City

State: AZ **Zip:** 85373 **is:** E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Nature of Complaint:

*****DOCKET NO. W-01303A-09-0343 AND SW-01303A-09-0343*****OPPOSE

From: Util-PublicComment
Sent: Tuesday, July 15, 2014 1:33 PM
To: Util-PublicComment

Subject: Public Comment

Name: Glenda Morrison
Date: 7/15/2014

CityStateZip: Sun City AZ 85373

Cell: 1

Docket: W-01303A- 09-0343

DocketNo: W-01303A-10-0448

Utility: Epcor Water

Comments: I am one of many Crossriver residents who is feeling the financial "crunch" of our excessively high water/wastewater bills. When I purchased my home in 2006, my water bill was reasonable, although much higher than that of my Phoenix home. I am extremely conservative in my water usage, yet my Epcor water bill is now higher than my APS electric bill - and I do not have solar. I reach full retirement age at the end of this year, and will need to make a decision; either sell my "forever" home, cut my losses and find a home elsewhere, or I'll need to continue to work in order to be able to afford to stay here. I have no problem continuing to work, but if I develop health issues that restrict my working capabilities, I'm not sure what I will do. My son has a home in Surprise, wife, pre-schooler and baby, used 19T gallons last month (has grass and fruit trees in a large back yard). His water/wastewater charges, including taxes, was \$94.06. I used 1T gallon (yes, my usual usage is 1T gallon/month) and my bill last month was \$89.86. We both have a 3/4" meter. A major concern for me is when I

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

have family or guests from overseas stay at my home as they have in years past. How do I ask them to conserve on water usage, knowing that in their homes they do not have to deal with these issues? Then I run the risk of an even higher bill. I sincerely hope that you will listen to our concerns, evaluate the situation and come to a decision to have our water/wastewater usage charges lowered to be on a par with other water districts in this area. I feel that if this does not happen, many homeowners will sell their homes (or abandon them when they are unable to sell), thus lowering our property values once again. This is a great community, I like living here, and it would be such a shame to have it become a "ghost town" community. Thank you for the opportunity to voice my concerns; we are all trusting in your judgement to bring about a fair decision in this matter, and help return this Community into one where residents want to live.

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 - 117145
