

W-01303A-10-0448



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OPEN MEETING AGENDA ITEM  
ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: 2014 JUL 24 10 A 9 16

Fax: -----

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Opinion No. 2014 - 117201

Date: 7/23/2014

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

ORIGINAL

Complaint By: First: Frank Last: Cole

Account Name: . Home: (000) 000-0000

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

City: Surprise CBR:

State: AZ Zip: 00000 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\*\*\*\*\*

From: Util-PublicComment  
Sent: Tuesday, July 22, 2014 4:45 PM  
To: Util-PublicComment  
Subject: Public Comment

Name: Frank Cole  
Date: 7/22/2014  
Address:  
Phone:  
CityStateZip: Surprise, AZ 85379  
Cell:  
Docket:  
DocketNo: W-01303a-10-0448  
Utility: Epcor  
Position: Con  
Email:

Arizona Corporation Commission  
DOCKETED

JUL 24 2014

DOCKETED BY

Comments: Before EPCOR took over American Water out bill was \$80/month on average. Our bill has slowly been increasing and is now an average of a \$160/month. We have two adults in our household with desert landscaping in the front and a small patch of grass in the back. Our bill has doubled without to creased water usage. Does this seem accurate? Surprise is looking into increasing their water bills, even with their increases their water will be half of my current bill with EPCOR. There are not only issues with EPCOR, but there subsidiaries as well.

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

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

Date Completed: 7/23/2014

Opinion No. 2014 - 117201

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W-01303A-10-0448

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2014 - 117203

Date: 7/23/2014

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

First:

Last:

Complaint By:      Krista

Connor

Account Name:      Krista Connor

Home: (000) 000-0000

Street:

Work:

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is: E-Mail

Utility Company.      EPCOR Sewer \*AAWC

Division:      sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No: W-01303A-10-0448

From: Util-PublicComment  
Sent: Monday, July 21, 2014 8:01 PM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: Krista Connor  
Date: 7/21/14  
Address:  
Phone:  
CityStateZip: Sun City  
Cell:  
Docket: Epcor - Aqua Fria District  
DocketNo: W-01303A-10-0448  
Utility: Epcor  
Position: Con  
Email:

Comments: Please help our community. Please help my family. Please help the economy with making the necessary change to the Epcor Customers of Aqua Fria district. We purchased a home in Crossriver in December 2013 with no knowledge of how outrageous the water bill would be! We moved from Peoria, paying \$60/month total water/sewage bill which included trash for 8k gallons usage. Now we pay Epcor \$148/month and we are using less water at 6k gallons. Additionally, we pay Parks & Sons for trash, So \$148 is entirely water.

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

7/23

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

\*End of Comments\*

Date Completed: 7/23/2014

Opinion No. 2014 - 117203

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W-01303A-10-0448

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117210

Date: 7/23/2014

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

Complaint By: First: Elissa Last: Koole

Account Name: Elissa Koole

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 80000

is: E-Mail

Utility Company: EPCOR Sewer \*AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No: W-01303A-10-0448

From: Util-PublicComment  
Sent: Tuesday, July 22, 2014 10:06 AM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: Elissa Koole  
Date: 7/22/14  
Address:  
Phone:  
CityStateZip: Sun City, AZ, 85737  
Cell:  
Docket: Epcor  
DocketNo: W-01303A-10-0448  
Utility: Epcor Water  
Email:

Comments: I've lived in my home since June of 2008. When we first moved in, we paid around \$75.00 per month in water/waste water. Our bill began steadily increasing over the years and now I pay around 132.00 per month. In Feb of 2013, we went from two adults and two children, to one adult and two children in the home, so our usage went down about 2k less per month, yet my bill did not reflect this. I have very limited plants in my desert front yard and a dirt back yard that gets 0 water. I haven't put in a back yard because there is now way I can afford the increase it will cause on my outrageous water bill. On my 6/10/14 bill, I received a late charge when I paid online ON TIME. I called EPCOR and they said that I needed to pay my bill "at least 7-10 days before it's

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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due so that it can clear (my) bank." Every other service, loan, etc. processes my online payments immediately, so why not EPCOR? I don't even receive my new bills until 10 days before they are due. I've stopped using my water for drinking as it's cheaper to buy it elsewhere. We limit dish and clothes washing, showers, and so much more due to our water bill. Again, I don't have a back yard and my children have suffered for it. I hope that the ACC will stop allowing our community to suffer with these extreme water rates. Thank you

(Also issued this as a high bill complaint (117211) to the Company)

\*End of Complaint\*

**Utilities' Response:**

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**Investigator's Comments and Disposition:**

7/23

Emailed to the Phoenix office for docketing.

FILE CLOSED.

\*End of Comments\*

**Date Completed: 7/23/2014**

**Opinion No. 2014 - 117210**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2014 - 117208

Date: 7/23/2014

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

Complaint By:      First: Gabriel      Last: Cota

Account Name: Gabriel Cota

Home:

Street:

Work:

City: Sun City

CBR:

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-10-0448

From: Util-PublicComment  
Sent: Tuesday, July 22, 2014 7:58 AM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: GABRIEL A COTA  
Date: 07/22/2014  
Address:  
Phone:  
CityStateZip: SUN, CITY, 85373  
Cell:  
Docket:  
DocketNo: W-01303A-10-0448  
Utility: EPCOR  
Position: Pro  
Email:

Comments: My family and I have been living in the Crossriver area for about 2 years now. The way that Epcor is charging its customers should be illegal. The company has unfair and unethical practices all together. We have been charged late fees when bills have not been late and the amount of money being charged for wastewater fees is not right. Like most people, we have grass, plants, and trees as well as 2 dogs. Not all the water we use goes down the drain. On top of that, Epcor charges and rounds up when charging. So if I use 5001 gallons, I am charged for 6000 gallons of water. That is like filling up with gas and using 15 gallons, but being charged for 20. Why is this company able to charge for something we are not receiving and on top of that charge for an unfair

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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amount for the wastewater usage? This water bill has become a financial strain and is no longer a utility bill but a car payment. We would like to see something done to reduce the wastewater charges and have some greater checks and balances enforced with Epcor's billing.

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(Sent over as a Complaint (#117209) to Company  
\*End of Complaint\*

**Utilities' Response:**

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**Investigator's Comments and Disposition:**

7/23

Emailed to the Phoenix office for docketing.

FILE CLOSED.

\*End of Comments\*

**Date Completed: 7/23/2014**

**Opinion No. 2014 - 117208**

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