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AZ CORP COMMISSION
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Memorandum

From the office of
Commissioner Bob Burns
Arizona Corporation Commission
1200 W. WASHINGTON
PHOENIX, ARIZONA
(602) 542-3682

ORIGINAL

Arizona Corporation Commission
DOCKETED
AUG 12 2014
DOCKETED BY

TO: Docket Control

DATE: August 12, 2014

FROM: Commissioner Bob Burns' Office

SUBJECT: EPCOR Arizona Water Inc., W-01303A-10-0448

Commissioner Bob Burns has received over 59 emails in support of the consolidation proposal corresponding to the docket mentioned above. The documents can be viewed in Docket Control or online on the eDocket website.

Jessica D. Perry

From: Ron Wells <wellsind5@aol.com>
Sent: Thursday, July 31, 2014 8:42 PM
To: RBurns-Web
Subject: Epcor Waste Water Rates in Verrado

Dear Mr. Burns:

I attended an Epcor meeting this evening and understand , our current waste water rates are due to a decision made by the ACC allowing Anthem residents to deconsolidate.
What was the reason deconsolidation was voted for by the ACC members. Did any of the members reside in the Anthem area? It would certainly benefit those ACC members to vote in favor of deconsolidation. Wouldn't anyone residing in Anthem be required to recuse themselves as a matter of conflict of interest.
It is my understanding the ACC is to regulate utilities in order to protect AZ consumers.
It is my understanding the Epcor water company is to provide three proposals byAugust 8, 2014, one proposal is to consolidate all of Epcor's service area. This would result in a more uniform waste water rate for all of Epcor's customers.
I urge you to help the whole and vote to consolidate Epcor's waste water areas.
Sincerely,all
Ron and Nancy Wells
Residents of Verrado
20724 West Valley View Drive

Buckeye, AZ 85396my iPad iPad
Sent from my iPad

Jessica D. Perry

From: robert sailer <sailerrd@outlook.com>
Sent: Thursday, July 31, 2014 8:41 PM
To: RBurns-Web
Subject: EPCOR Wastewater Rates - Verrado

Please support the consolidation of all 5 districts for EPCOR that will be proposed at the August 8th Arizona Corporation Commission hearing.
Our wastewater rates are outrageously high.

Thank you
Bob and Debbie Sailer
Warm Welcome Smiles

Debbie Sailer
Warm Welcome Co-leader
sailerrd@outlook.com
623-977-4080

Jessica D. Perry

From: paul meintel <paul_meintel@yahoo.com>
Sent: Thursday, July 31, 2014 8:31 PM
To: RBurns-Web
Subject: VERRADO-epcor water rates

Commissioner Bob Burns,
This letter is in regards to the upcoming Arizona Corporation Commissions vote reference Epcor Water Arizona Inc. waste water rate case and how to provide Agua Fria Waste water District residents with rate relief.
I support the recommendation to move to a consolidated district with a single rate structure. I hope you feel the same way and vote to help all of the epcor residents as a whole and not as a few. Currently the good people of Verrado and the Agua Fria district have been and continue to be taken advantage of, being charged different and much higher rates then other epcor customers which is very wrong and in my opinion border line criminal.

We the residents of the Agua Fria district need your help.

Thank You,
7 year resident of Verrado- Paul Meintel

Jessica D. Perry

From: Quintana, Pablo <pquintana@eprod.com>
Sent: Friday, August 01, 2014 7:37 AM
To: RBurns-Web
Subject: Verrado Water Rates

Mr. Burns,
I would like to thank you for the work that you do for AZ. I just want to make sure you are aware of our water situation here at Verrado (Buckeye). My wife and I purchased this home 3 years ago but I had 2 years to work before retirement, therefore we did not move into our house until May of last year. My water bill at Verado, to maintain only the front yard, while not even living in the house, was from $200 to $230 per month. This is quite excessive, please help us out and implement a water distribution plan that is fair to all of the people in the area regardless of what district the reside in.
Thank You,
Paul & Lori Quintana

This message (including any attachments) is confidential and intended for a specific individual and purpose. If you are not the intended recipient, please notify the sender immediately and delete this message.

Jessica D. Perry

From: Gail Liming <gailliming@hotmail.com>
Sent: Friday, August 01, 2014 8:01 AM
To: RBurns-Web
Subject: Verrado Waste Water Rates

Dear Mr. Burns I am asking you to vote for Consolidation so that the Waste Water Rates here in Verrado will be more reasonable. WE pay the highest waste water rates in Arizona. I am a widow living alone and I have a small yard and artificial turf and take the water out of my tub after bathing in a bucket to water my plants yet my rates are high. Something needs to be done to help this community. EPCOR agrees that Consolidation would be the fairest thing to do bringing some relief to this community. We were told that the last vote was 3 to 2 with 2 of the 3 voting living in Anthem. Seems like they should not have been able to vote if this is true. Please vote for Consolidation.

Thank you,
Alice Gail Liming
Verrado, Buckeye AZ

Jessica D. Perry

From: Jaimee Smith <smithsshack@gmail.com>
Sent: Friday, August 01, 2014 9:46 AM
To: RBurns-Web
Subject: EPCOR Water Prices

My name is Jaimee Smith and I live in a the community of Verrado. I usually do not write letters such as these because I have very little faith in political leaders such as yourself. But my outrage now outweighs my feeling about you local politicians. I am sure you are probably more interested in getting re-elected than in serving the public sector you are supposed to care for. However I am hopeful that you will see that your actions have put great strain on a full community and that you will at least attempt to fix the damage you and the other commissioners have created. My husband and I have 4 young children 3 of which are not yet in school. it is not financially beneficial for me to work so we are a one income family. Do to the increase in our water bill my husband and I are now having to look at different alternatives for our family. I could go to work and pay most of my income to day care for my children and use what is left over for to pay our water bill. The other option would be to move. If we had to resort to these options just so you could be re-elected I would support your opponents during re-election time with as much financial and man hour support I could possibly give. I hope you do the right thing and that it does not have to come to this. I hope somehow my faith could be restored in our political leaders that are supposed to care for all his/her voters not just the ones that will give them the greatest chances of being re-elected!

Thank You,
Jaimee Smith

Jessica D. Perry

From: Lauren Marston <lmars48@aol.com>
Sent: Friday, August 01, 2014 12:41 PM
To: RBurns-Web
Subject: Waste Water -- Please consolidate!!

Dear Mr. Burns,

Please do the right thing and consolidate! It is just wrong for one group to have to pay so much more than everyone else.

Thank you!

Lauren and Peter Marston
13105 W. Micheltorena Dr.
Sun City West, Az. 85375

Jessica D. Perry

From: Jason Bonfante <jmbonfante@gmail.com>
Sent: Saturday, August 02, 2014 12:09 PM
To: RBurns-Web
Subject: Epcor/ Verrado Waste water rates

Mr. Burns

As a resident in Verrado (Buckeye, AZ) it has come to my attention that the ACC will be receiving 3 proposals to lower waste water rates in our area. I myself have taken severe precautions to limit my usage to the point I have fake grass, pavers and rock in my backyard. I planted 6 palm tree that need limited water (Mexican Fan palm) and have 4 fruit trees. My family consists of 2 small children that bath every other day and my wife and I. Even with the the low usage my water and waste/water bill exceeds $150.00 every month, even in the winter months when those trees get watered once every 15 days. I find it absurd that a waste water bill could be so high for such limited use. We are a 1 person working family that are just able to meet our bills each month. Every time my bills go up it hurts us immensely.

It has also come to my attention that elected officials voted in on a 3-2 vote for de-consolidation which skyrocketed Verrado's waste water bills. I also find it convenient that two of the yes votes happen to live in Epcor's Anthem district which serve many of thousand more customers. I find the elected officials who were able to vote on their own water bill in Anthem to be disingenuous. They are representing themselves and not what is best for all involved. Mr. Burns you were not in office for the last vote, but I hope we can expect a consolidation vote from you this time. I am not wanting to hurt other Epcor customers but the fact is that yes vote hurt us significantly. There has to be a better scenario for all involved, Anthem, Suncity, Verrado, etc.

It it my understanding that Epcor is supporting a proposal for consolidation of all waste water locations. I do believe that is what is in the best interest for everyone, not just a select few neighborhoods. Please take the consolidation proposal seriously and don't allow your personal gain/loss to sway a very important decision that you have been elected to represent. I am a firm believer that win-win scenarios are the only way to go as a society. I am not the type of person that wants other districts to get outlandish bills (like we are suffering from here because of the past vote), but the fact is the current waste water de-consolidation is not win-win. Its only win for the other bigger districts that were voting us out. Please consider Consolidation and vote YES for it.

Sincerely,

Jason Bonfante (Verrado resident)

Jessica D. Perry

From: Thomas Varallo <tommyterp71@aol.com>
Sent: Saturday, August 02, 2014 5:15 PM
To: RBurns-Web
Subject: EPCOR Water Districts

Commissioner Burns,

My name is Thomas Varallo. I am a resident of Corte Bella, residing in EPCOR's Agua Fria District. Re: the water rate issue pending before the Corporation Commission, EPCOR has informed the residents of Corte Bella in a Town Hall meeting that the waste water treatment facility used by Corte Bella is the Sun City West facility. It would seem that adding Corte Bella to the Sun City West District for billing purposes would not have an adverse impact on the current residents of Sun City West but would greatly improve the rate structure for the Corte Bella residents.

I trust that you will vote for the most fair and equitable solution for all parties concerned.

Respectfully,

Thomas Varallo
tommyterp71@aol.com

Jessica D. Perry

From: Bill Gumpenberger <bgumpenberger@hotmail.com>
Sent: Monday, August 04, 2014 10:32 AM
To: RBurns-Web
Subject: Re-Consolidation of EPCOR

I support Re-consolidation of the Aqua Fria, Anthem and Sun City water and waste water districts as recommended by EPCOR, a single rate structure. This is the same single rate structure as Gas and Electric utilities use for a municipal area.

William Gumpenberger
20397 W. Shadow ST
Buckeye, AZ 85396
623.215.2386
bgumpenberger@Hotmail.com

Jessica D. Perry

From: Willie Barraza <whbarraza@yahoo.com>
Sent: Monday, August 04, 2014 3:07 PM
To: RBurns-Web
Cc: mywater@epcor.com
Subject: VERRADO WATER/SEWER RATES

We are residents of the Verrado community. Our life savings went into our little 2 bedroom retirement home. We, as many of our neighbors, are on a very fixed income. For the past 15 months my rates have risen higher and higher. We have even talked about selling our home and moving to another neighborhood. We don't want to do this, however, if something is not done, we will have to. I personally plan to picket in front of the Victory section being built...this is for 55+. I suspect many of the people will be on fixed incomes just as we are. They need to be warned about the water/sewer rates before signing a contract. We moved here from Georgia and who would have suspected the water/sewer bill would exceed the electric bill!!!

PLEASE vote to consolidate. Place all EPCOR customers (including Anthem) into one group and then come up with a fair rate across the board. Why should we pay more? Why would Anthem be de-consolidated?

Respectfully,
Willie & Henry Barraza

Jessica D. Perry

From: Jeff Lloyd <lloydjbl@gmail.com>
Sent: Tuesday, August 05, 2014 5:57 PM
To: RBurns-Web
Subject: Agua Fria Water District Reconsideration

As I understand it, the ACC is re-considering a bad decision made a few years ago on the unfair billing practices that have existed for some time now. In my wildest dreams I cannot figure why this decision was made in the first place to so benefit some and be such a burden to others. It's politics for sure, which almost always means the decisions made are not fair to a large group of people.

I urge all of you to make the right decision and make things fair again, for everyone who lives in Verrado and Anthem (and any other place in the Agua Fria district) are not rich. My water/sewer bill in Verrado is 3 TIMES what it was when I lived in another district. It's just not fair.

Please do the right thing.

Jessica D. Perry

From: mistral8@cox.net
Sent: Wednesday, August 06, 2014 6:42 AM
To: RBurns-Web
Subject: Excessive wastewater rates in Agua Fria District: Verrado Resident

Categories: Printed

I strongly urge you to vote for a move back to consolidated water districts. The deconsolidation of Anthem and Agua Fria districts has had a disastrous effect on the community of Verrado and it's residents such as myself. Just because we have a smaller (though rapidly growing) population than Anthem, why should we pay much higher wastewater rates? Different water districts should not be pitted against each other in this way! Fully consolidated districts with a single rate structure reflect what consumers experience in most municipal districts. These out of control, wastewater rates have the potential to destroy our livelihood and way of life in Verrado, in all of the Agua Fria District; inability to sell homes, to rent out homes, severe financial hardship for residents, especially young families and those on fixed incomes. At a meeting in Verrado with Epcor last week, residents shared how they are down to taking one shower per week, letting long cared for plants wither and die in their yards. I am a disabled widow and have had to cut back on food and cancel cable so I can pay the water bill. We will be closely monitoring your decision and are considering outreach options to local and state media. Thank you. Gabriela Gonzales Verrado resident

Jessica D. Perry

From: appletimes@aol.com
Sent: Wednesday, August 06, 2014 9:11 AM
To: RBurns-Web
Subject: Epcor Wastewater Cost Agua Fria District Docket#SW-01303A-09-0343

I live in Verrado and am having a very hard time in maintaining all cost of living but in particular my exhorbitant cost for wastewater. I am a widowed senior living on a very fixed income and struggle each month just to pay my utilities. I adjust my thermostat to lower my electricity and gas. I am very conscious of the amount of water i use, as evidence by my water usage inside my home, and have put in more desertscape (rocks) outside. However, due to the rates of the wastewater I cannot lower this portion on my Epcor bill. What am I to do? I cannot afford to move and I live a very simplify life style in order to afford my home so your consideration of full consolidation would be greatly appreciated by myself and the entire community of Verrado.

Thank you,

Susan Cloutier
21043 W. Prospector Way
Buckeye, AZ 85396
623 399 8877

Jessica D. Perry

From: Willie Barraza <whbarraza@yahoo.com>
Sent: Wednesday, August 06, 2014 9:58 AM
To: RBurns-Web
Cc: mywater@epcor.com

I am a resident of Verrado in Buckeye, AZ and I am very concerned about our rising water/sewer rates.

Please vote to have **EPCOR consolidate and have a single rate structure for all.**

Jessica D. Perry

From: Jessica Eastman <scarlette_80@hotmail.com>
Sent: Wednesday, August 06, 2014 9:59 AM
To: RBurns-Web
Subject: SW-01303A-09-0343 Epcor Water Arizona Inc. Wastewater Rate Case

Dear Commissioner Burns,

I am writing in support of Epcor's recommendation to the ACC to move to a consolidated district with a single rate structure. The current rate is unreasonable and the upcoming increase would be detrimental to many Verrado residents.

Thank You,
Jessica Eastman
21014 W. Ridge Road
Buckeye, Arizona 85396

Jessica D. Perry

From: judith geilenfeldt <judygee1841@gmail.com>
Sent: Tuesday, August 05, 2014 11:50 AM
To: RBurns-Web
Subject: Docket Nos. W-01303A-09-0343, and SW-01303A-09-0343

Commissioner Burns:

My husband and I are writing this letter to STRONGLY URGE you to VOTE YES for FULL CONSOLIDATION of all of EPCOR's water/sewer districts. This would provide a larger base to spread the escalating costs to their customers.

Our rates in Verrado are completely out of line with their other districts.

We appreciate your time and service.

Sincerely,

Robert and Judith Geilenfeldt
20436 W Hamilton
Buckeye, Az.
85396

Jessica D. Perry

From: Judy Klimek <judyklimek39@gmail.com>
Sent: Tuesday, August 05, 2014 8:54 AM
To: RBurns-Web
Subject: Docket # SW-01303A-09-0343 EPCOR consolidation

Commissioner Burns,

I am in favor of the consolidation plan that EPCOR is recommending that would affect the residence of Verrado. We are paying way to much for our water compared to many other communities in the Phoenix area. Our rates are so high that people are actually moving out of the area, this is not good for growth in the City of Buckeye. An EPCOR representative said in a town meeting last week that the waster water is used to water the Verrado golf course.... why don't we get a break on the money that Verrado is saving by using the our waste water? The rates that EPCOR is charging the Verrado residence is obscene. We can't continue to pay these rates that we have now only to see future increases. Please help us.

Judy Klimek

Jessica D. Perry

From: Willie Barraza <whbarraza@yahoo.com>
Sent: Tuesday, August 05, 2014 7:23 AM
To: RBurns-Web
Subject: VERRADO WATER/SEWER RATES

PLEASE vote to consolidate ALL EPCOR customers (including Anthem.

Jessica D. Perry

From: Willie Barraza <whbarraza@yahoo.com>
Sent: Sunday, August 03, 2014 9:06 AM
To: RBurns-Web

Categories: Printed

VOTE TO CONSOLIDATE. The water/sewer rates in Verrado are outrageous!!!

Jessica D. Perry

From: whbarraza@yahoo.com
Sent: Saturday, August 02, 2014 3:02 PM
To: RBurns-Web

Sent from Windows Mail

I am a resident of the Verrado community. I want to voice my deep concern regarding the water/sewer rates for our community.

My first concern is 1) how in the world could AZCC vote to de-consolidate Anthem. Why would you give them a break and add further burden to the rest of us in the Agua Fria district. 2) I understand that two (2) members who voted to de-consolidate actually live in the Anthem area. How in the world is that legal or moral?

Something must be done immediately. AZCC needs to vote for consolidation of all, with a single rate for all. We desperately need relief with our rates for water/sewer.

PLEASE do the right thing!!

Jessica D. Perry

From: jhhjher@oh.rr.com
Sent: Friday, August 01, 2014 2:24 PM
To: RBurns-Web

Dear Commissioner Burns,

I vigorously oppose the consolidation of the waste water rates by EPCOR. One of the reasons I choose Sun City West was the water and waste water rates. Had the consolidation taken place, I would have looked at other locations in the Phoenix area.

I am in favor of re-consolidation between Agua Fria and Anthem districts as one possible solution.

I hope I can count on you to oppose the consolidation of the waste water rates by EPCOR.

Sincerely,

Harry J. Herrmann
12406 W. Sonnet Dr.
Sun City West, AZ 85375

Jessica D. Perry

From: Zach Hettel <zhettel@gmail.com>
Sent: Wednesday, August 06, 2014 12:41 PM
To: RBurns-Web
Subject: Epcorp Water Rate Case

Commissioner,
How can you justify allowing a water company to charge a single household that has your normal grass landscape and small pool over $300 in water a month? This isn't electricity or gas, or something that isn't a necessity. We are talking about water, an absolute need in Arizona or anywhere you live. Our community pays by far the most or very close to the most for water than any other HOA in Arizona. I thought your job was to represent the people and protect them from monopolies like this? The last group of commissioners failed us. I hope you don't do the same.

Sent from my iPhone

Jessica D. Perry

From: Gordon Hosmer <ghosmer23@comcast.net>
Sent: Wednesday, August 06, 2014 11:19 AM
To: RBurns-Web
Subject: Epcor's Rate Structure
Attachments: Dear Commissioner.pdf

Dear Commissioner:

We are seasonal residents of Verrado. Our home is vacant for the months of June through September. No water is being used inside the home during these months. Water used during these months is for outside landscaping irrigation only, which includes a grass lawn. As you can see from our bill of July 25, 2014, the water used during this billing period was 14,000 gallons, all of which was used for irrigation. However, we were charged for 7,000 gallons of wastewater treatment, none of which occurred, and in my opinion is a dishonest mischarging practice. In fact, when we are in Verrado, our inside water usage averages about 4,000 gallons a month. That means we are still being mischarged for 3,000 gallons per month of wastewater treatment for the months we are there. For this summer alone, I will be charged approximately $250 for wastewater treatment that did not occur, and for the entire year it will be close to $530. I urge you as a water district Commissioner to take decisive action to stop these mischarging practices and have Epcor Water Arizona Inc. structure billing commensurate with the services received.

Gordon Hosmer
3778 North Park Street
Buckeye, AZ 85396

Jessica D. Perry

From: Rich Katz <oncoursemedia@aol.com>
Sent: Wednesday, August 06, 2014 7:06 PM
To: RBurns-Web
Subject: Water in Verrado

Bob,
I am writing on behalf of I believe every homeowner and renter in the community of Verrado regarding the water situation we currently face as a result of deregulation. All any homeowner or renter asks is for fairness for what is best for the districts that make up our region of the valley.

Prior to moving to Arizona 10 months ago, my wife and I were longtime residents of the City of Simi Valley in Ventura County, CA. While most expenses in California are higher than here in Arizona, water is not one of those expenses. Our average monthly water bill in Simi was about $30.00 and the city spread their infrastructure, sewage and other expenses among all residents of the Valley even though it was very obvious that the upscale Wood Ranch area utilized much more water due to a golf course present and a multitude of larger homes with expansive grassy areas.

This decision upcoming by the Arizona Corporation Commission should not be one made from upsetting the residents of Anthem. When my homeowners insurance thru Farmers rose dramatically to cover costs (some in-state and some out of state) from those affected by Hurricane Katrina or the California Earthquakes, I expected that we'd all share in the cost of helping the stricken customers, and we all did. Water should be looked at the same way. It's like a homeowners association. I may not be particularly responsible for something happening that causes our association money but we all share in the expense. That's the only equitable and fair way to conduct business.

Put your prejudices aside. It's not about where you live or who your friends are. As an elected or appointed representative of the state, it's your duty to make the right choice. You are the one who has to live with your decision if that decision is made because of greed or personal gain.

I am putting my trust in you that you will make the right choice when the upcoming vote comes your way.

Sincerely,

Richard & Regina Katz
2887 North Heritage Street
Buckeye, AZ 85396

Jessica D. Perry

From: Ernesto Gardea-Fernandez <roda1270@yahoo.com>
Sent: Wednesday, August 06, 2014 7:06 PM
To: RBurns-Web
Subject: The wastewater reference docket/case # is: SW-01303A-09-0343

I want to share my support on the re-opening of the Epcor Water Arizona Inc. wastewater rate case to consider whether and how to provide Agua Fria Wastewater District residents with rate relief. I do not agree and support the reasons why our rate should be any different than other areas. I strongly support a fare flat rate for all communities and hope you will support it too.

Jessica D. Perry

From: Mike Neu <mdneu2@yahoo.com>
Sent: Wednesday, August 06, 2014 7:12 PM
To: RBurns-Web
Subject: Rate relief

Categories: Printed

Please give us in a Verrado some rate relief. The commission and Epcor are killing us.
Our water bills are through the roof.
Please help

Docket number SW-01303A-09-0343

Mike Neu
3623 N Springfield St
Buckeye, AZ. 85396

Jessica D. Perry

From: E Johnson <esmec.johnson@gmail.com>
Sent: Thursday, August 07, 2014 8:56 AM
To: RBurns-Web
Subject: Verrado Water Rates

Mr. Burns,

It has been brought to my attention that you are a person we can reach out to regarding the outrageous rates we are paying for waste water in the Verrado Community in Buckeye, AZ. We have lived in Verrado for 18 months, in a 2000 square foot home. We are a family of two people, yet our water bill is consistently over $150 per month. In the month of July we were gone for 3 weeks, yet our water bill remained the same. We have minimal vegetation and fake turf in our backyard, yet our bill is triple compared to those on city water. Epcor is uncertain why our bill remains the same, seemingly regardless of use. Our wastewater rates are inexplicable and are placing an undue financial burden on our household. In addition, when purchasing our home, our builder never disclosed that we would be forced to use a private company that would gouge us at every turn. The added expense without a proper solution to measured waste can no longer be endured by our household. If the water solution cannot be brought to a satisfying conclusion, we will be forced to sell our home and move elsewhere. I truly hope you get involved and save our community, we have exhausted all other avenues.

Sincerely,

Esme Johnson

Jessica D. Perry

From: Lourdes B. Kotsobeis <lourdesk@cox.net>
Sent: Thursday, August 07, 2014 9:08 AM
To: RBurns-Web
Subject: Verrado Resident Water Cost Protest

I strongly urge you to vote for a move back to fully consolidated water districts. The deconsolidation of Anthem and Agua Fria districts had had disastrous effects on the community of Verrado and its residents such as my husband and myself. Just because we have a smaller (though rapidly growing) population than Anthem, why should we pay much higher wastewater rates? Different water districts should not be pitted against each other in this way! Fully consolidated districts with a single rate structure reflect what consumers experience in most municipal districts. These out of control wastewater rates have the potential to destroy our livelihood and way of life in Verrado, in all the Agua Fria district; inability to sell homes, to rent out homes, severe financial hardship for residents, especially young families and those on fixed incomes. At the Epcor meeting in Verrado, neighbors shared that they are down to taking one shower a week, letting plants they have cared over for years wither and die. I am nearing retirement and my husband is of retirement age and if these water costs don't decrease, we will be forced to leave the state when we retire. We will be closely monitoring your decision and are considering outreach options to local and state media. Thank you.

Lourdes B. Kotsobeis

The Abacus Companies
20478 W. Daniel Place
Buckeye, AZ 85396
(623) 594-8461 Tel. No.
(623) 215-6903 Fax No.

Jessica D. Perry

From: Thomas Michael - SHERIFFX <T_Michael@MCSO.maricopa.gov>
Sent: Thursday, August 07, 2014 9:21 AM
To: RBurns-Web
Subject: Reconsolidation of EPCOR

I along with my family would like to request you to consider and approve the full consolidation of EPCOR water, i.e. bringing Anthem and Agua Fria together as one district.

Thank you,

Thomas Michael & Family

Verrado residents, Buckeye, AZ

Jessica D. Perry

From: Samuel Randall <srrlaw@gmail.com>
Sent: Thursday, August 07, 2014 9:39 AM
To: RBurns-Web
Subject: SW-01303A-09-0343

Commissioner Burns,

My and my neighbor's water bills have gotten out of control ever since the Commission's ill-fated decision to de-consolidate the Anthem/Agua Fria Wastewater District into two districts. I urge the Commission to reconsider this decision and support Epcor's recommendation to the Commission to move to a consolidated district with a single rate structure.

Last time around you voted against deconsolidation. Thank you for making the right decision. Make no mistake I (and many of the nearly 8 thousand who now call Verrado home) will surely be paying attention to your vote on this issue and it will influence my vote come election day.

Thank you,

Samuel Randall, Esq.
20822 W Prospector Way
Buckeye, AZ 85369

Jessica D. Perry

From: Betty Jo Sargent <bsargent@aguafria.org>
Sent: Friday, August 08, 2014 11:01 AM
To: RBurns-Web
Subject: EPCOR waste water rates & the Verrado Community

August 8, 2014

RE: Docket # W-01303A-09-0343 & SW-01303A-09-0343

Dear Bob Burns:

As a resident of Verrado, I am writing each Commissioner regarding the outrageous waste water rates that EPCOR was granted on May 12, 2012. Verrado residents are suffering with each increase of the waste water rates from EPCOR. WE have taken conservation to the limit by having no grass just granite, backyard with pavers and astro turf and a few plants. There is just the two of us and our water bill is $125.00 to $150.00 per month. How is a normal family with two or three kids supposed to pay the bills when you are talking $300.00 to $600.00 per month? Retirees are having to choose to move because of these drastic price increases. I am sure when we retire we may be forced to move from this wonderful community because of a fixed income.

I hope you will look at all the correspondence and make a fair decision to consolidate all of EPCOR districts with a single rate structure. The decision of the Corporation Commission on 5/12/2012 was not in the best interest of Verrado resident and unfairly raised our waste water rates. Please reconsider to consolidate EPCOR's districts.

Thank you,

Betty Jo & Richard Sargent

4398 N Jackson Ct.

Buckeye, AZ 85396

Jessica D. Perry

From: Zamora, Elizabeth <ezamora@topamail.com>
Sent: Friday, August 08, 2014 8:20 AM
To: RBurns-Web
Subject: Epcor water rates

Categories: Printed

As a resident in Buckeye's subdivision, Verraddo, we desperately need to you consolidate our water rates. The cost of our family's water bill is exorbitant even though we conserve wisely. It is unrealistic for young families and seniors on fixed incomes to have water bills this high, even higher than electric bills.
Please provide the support we gravely need!

--

Mrs. Zamora

Individuals & Societies 4

Jessica D. Perry

From: Andy Neynaber <neynaber@cox.net>
Sent: Thursday, August 07, 2014 8:02 PM
To: RBurns-Web
Subject: EPCOR Wastewater Rate Consolidation (Case for full consolidation)

Categories: Printed

8/7/2014

ACC, Commissioners Wing,
1200 West Washington,
Phoenix, AZ 85007-2996

Good Day,

As an resident of Verrado Community, a EPCOR wastewater district customer and as an active voter interested in growth and development in the West Valley, I would like to respectfully request that you fully consolidate all of EPCOR wastewater customers into one rate structure.

There are several reasons that full consolidation makes the most sense from both a short and long term perspective. Please consider:

A) The West Valley is poised to be the fastest growth area of the Valley of the Sun and will eventually be an economic engine driving revenue growth for the entire Phoenix metro area and indeed, all of Arizona. Water rates are an increasingly significant factor that can either attract or repel such growth. Consolidation would lead to predictable an stable rates and signal that we are serious about attracting business and residential growth. This is increasingly true in light of California's water challenges that are causing California business to look elsewhere for opportunities to avoid high taxes and sky rocketing utility costs.

B) There is the issue of fair and equitable payment for infrastructure between all stakeholders in the EPCOR customer base. While Anthem residents gained a state of the art wastewater treatment plant at a time when EPCOR customers were consolidated, those in the Agua Fria district that participated in early payment for the Anthem treatment facility are now left to carry the entire economic burden of the wastewater treatment facility built to service the Agua Fria area.

C) The deconsolidation of the water districts is short sighted on the part of those who would seek the short term gain of moderately lower rates at the expense of their Valley neighbors. Over time, it is probable that the Agua Fria district will experience more rapid growth and eventually experience lower per capita rates then the Anthem district. Consolidating the rate structure now will avoid a turning of tables later on. It is in the best interest of Anthem residents long term to consolidate now.

For these reasons, I would urge you to vote for full consolidation, bringing all the EPCOR wastewater customers together as one district.

With all due respect,

Sincerely,

Andrew Neynaber

Jessica D. Perry

From: Patricia Launi <plauni2921@cox.net>
Sent: Thursday, August 07, 2014 4:48 PM
To: RBurns-Web
Subject: wastewater in Verrado

The wastewater rates being charged by Epcor are way out of line in comparison to other cities in the valley.
I am unfortunate homeowner in that I have a 1"meter as compared to others in my community who have a 3/4"meter. I pay about two and a half times the rate as anybody else.
In buying a home, I as a consumer make choices about what type of home I buy. If I buy a home with four air conditioners I KNOW I will pay more for my AC. If I buy a home with one air conditioner I KNOW I will pay less for my AC. I have the knowledge to make a decision. However, it was NEVER disclosed to me that I had a 1"meter and would be paying tow and a half times more for my wastewater.
This is something I had no knowledge of until the huge rate increased happened. I DID NOT make this choice. My husband and I are retired and on a fixed income. This has become a huge lifestyle issue for us. I no longer have my beautiful flowers that I enjoy on my patio. I HAVE TO keep my lawn and outdoor plantings green or I will then get a fine from my association. I do not waste water so please do not tell me this is a conservation matter. It does not mater the diameter of the meter as to how water is delivered (no more,no less). It is simple math and physics! Please see what you can do to make things more equitable. I am being penalized for something I had no knowledge of or control over.

Jessica D. Perry

From: Beth Davis <betty45@gmail.com>
Sent: Thursday, August 07, 2014 11:50 AM
To: RBurns-Web
Subject: Waste water relief

As a home owner in Verrado we feel our waste water and house water prices are much too expensive. For two senior citizens with no children we believe we should see some relief from such high prices. We are not there for several months at a time and our only water use is for light sprinkling to keep our trees alive still we pay such over the top fees. We see that utility companies give free trees for folks to plant for shade but how do you afford the water to keep them alive? We know folks who leave Verrado due to the exorbitant fees for water and sewer. How sad. Please provide us with relief from these fees. The city continues to allow more building and the new 55 community so there must be enough water and treatment?????

Beth and Dan Davis
Sent from my iPhone

Jessica D. Perry

From: Kenneth Scruggs <ktscruggs@cox.net>
Sent: Friday, August 08, 2014 12:09 PM
To: RBurns-Web
Cc: Kenneth Scruggs
Subject: Docket SW-01303a-09-0343 Epcor water/sewer district consolidation

Commissioner Burns

I hope this e-mail finds you well, and enjoying your career at the ACC. If I forgot to say it before, I appreciated your consideration when I represented the State Banking Department before the Senate when you were President. Since then, Denise and I have moved from Glendale to Verrado (Buckeye), which is the reason for my e-mail to you today.

We in Verrado receive water/sewer service from Epcor, which also services Anthem, much or all of Sun City, and a few other communities. A couple of years ago, the ACC voted to split up the communities within Epcor's purview for rate-paying purposes. As I understand it, the reason for the "de-consolidation" was so that rate payers in Anthem would not have to pay for building water-treatment facilities that were used by Verrado. Correct me if that's wrong.

At one level, it makes sense to make each community pay for their own services. It's the same argument the phone companies used to use when they wanted to avoid providing phone services to rural communities. I get the argument, but I also believe that some services need to be provided to all citizens at the lowest, uniform rates possible. Sewer and water would certainly seem to fall under that umbrella.

We moved to Verrado in late 2012. Since then, high water/sewer rates have been, perhaps the number one item of discussion among my neighbors. If they are to be believed (and I do), sewer rates have recently doubled and tripled for many, and are causing a real hardship to folks with limited means.

The ACC recently instructed Epcor to provide an analysis of possible solutions to this problem by today. I am assured that Epcor will recommend consolidation of the districts that they serve. I hope you will study their report closely, and work to create a rate structure that will be fair to all rate payers. Thank you.

Ken Scruggs

Jessica D. Perry

From: Larry Lunka <larry@westelec.com>
Sent: Monday, August 11, 2014 8:43 AM
To: RBurns-Web
Subject: EPCOR water rates in Verrado

Categories: Printed

Dear Mr. Burns:
Please vote for 100% consolidation for EPCOR to help us with our water bill.
My bill went from $89.00 to $210.00.
We don't have a pool or large lawn areas and it's just my wife and I.
If we can't get some help, we'll be forced to sell our home in Verrado and move south of I-10 where the rates are $60.00 or less.
Thank you.

Sincerely,

Larry Lunka

20979 W. White Rock Rd.
Buckeye, AZ 85396

Jessica D. Perry

From: Jonathan Rehm <jkrehm@gmail.com>
Sent: Saturday, August 09, 2014 7:08 AM
To: RBurns-Web
Subject: Re. SW-01303A-09-0343

Categories: Printed

Dear Commissioner,

I am a resident of Verrado, a husband, father, and web developer. We do all right financially, and I am glad that my job pays pretty well, because otherwise we might have to choose between water and food on a monthly basis (we have friends who are on a fixed income a do face that choice). Shortly before my son was born last year, we moved to Verrado from our condo in Tempe where we paid ~$25-30/month for water and sewer. Compare that to our new home (~2300 sq/ft) where our bill has never been lower than $155, and has occasional spikes between $220 and $300 as I try to revive plants so the HOA doesn't fine us. We do not have a pool, our yard is very small, we never shower for longer than 10 minutes, and wash clothes every three days or so... yet our water bill is the most expensive utility 9/12 months of the year (electricity of course spikes June-August).

Along with air, water is the most basic human need that I can think of, yet we're held hostage by a company whose goal is to profit from that need. Profit will always be the driving motivation for a company and I have no problem with that, as long as they have competition to keep their rates honest. Epcor does not have that because they function in a "natural" (government mandated) monopoly on the water supply. So it's left up to you -the Arizona Corporate Commission - to regulate them and keep them honest. And I do not think you have done your job very well, at least not for your constituents as a whole.

We are a small but growing community, largely populated by a mixture of retirees and young families (such as mine). We don't have the numbers to be as loud as some of the other communities that Epcor "serves", and many of us have jobs that preclude us from joining daytime rallies and such events that other communities may be capable of. But that doesn't change the fact that a heavy burden has been laid on our community and we don't have the power to shed it. When my wife and I were looking for a house, we nearly didn't purchase in Verrado because of how expensive the water is. We did purchase because we love our house and live within a few minutes of her family. But if her family weren't close by, we would not have purchased because, currently, to buy here means to be saddled with a second, smaller mortgage. We personally know families who pay between $300-450 each month for their water. That is a grievous burden, and not one that comes because of excessive waste!

I didn't live here when Buckeye shirked their duty and sold us to a private company, and ultimately I blame them for the current circumstance. I don't think we'll ever get long-term relief without the City buying us back. But as that's a pipe dream, you are our only source of relief. Please do what you can to help our community as you make your decision regarding Epcor's consolidation status. I don't think it's fair for anyone to pay what we're paying, but just as the cost of shoplifting is built into Target's prices (no benefit to me) Epcor's prices should be evened out across as large a population as possible, even if the increase doesn't benefit an individual.

Please help us as I don't think anyone else can right now.

Jessica D. Perry

From: Cristina <cristinabenavidez@aol.com>
Sent: Saturday, August 09, 2014 10:00 AM
To: RBurns-Web
Subject: ACC Complaint

Categories: Printed

Mr. Burns,

My name is Cristina. Dickey number W-01303A-10-0448. I live in the Dos Rios Community which is located in the Agua Fria water district. I am so upset about our water rates. We were first time home buyers three years ago and love our community. We are getting married this year and starting to plan for a baby however with our changing water bill we can't really plan for a family. It is really sad that a water bills could dictate our family's path. Currently out bill is $160 a month and slowly creeps up every month and when there is a rate increase it jumps significantly. This is truly getting unfair for our neighborhood. We are in no way 'richer' than the other neighborhoods do have double, triple or quadruple the water bill payment. This area needs relief. Please help us. We can't afford our water bills and we need help now. We can't survive without water in our house and many have turned to not being able to pay. Soon we will be there too. Our trees are already dying because neighbors have stopped watering them. Therefore we have been getting HOA letters about dead plants. We really need help. It is unfair. Please help now.

Thank you for your time.
Cristina Boccio

Sent from my iPhone

Sent from my iPhone

Jessica D. Perry

From: doug steinsiek <dougsteinsiek@gmail.com>
Sent: Sunday, August 10, 2014 10:41 AM
To: RBurns-Web
Subject: water bill is more than twice what other valley home owners pay

Categories: Printed

My water bill is twice my electric bill...yes, twice. If I do not use a drop of water, my base bill is over $100. I talk with other valley residents and their water will ranges around $80 (TOTAL) . If I use 10 gals, my bill runs $170. $17 per gal? Almost 5 times the cost of gasoline; does that make sense??

I live in the Verrado neighborhood in buckeye and it is ridiculous. If I knew the cost of water was going to be this much, I would have seriously considered living somewhere else. It is ironic I was concern about my electric bill when moving to Az when it was my water bill I had to be concerned about. I knew water cost had to be higher in the desert (I moved from Louisiana where my water bill was < $20/month) but over 8x higher. What a shock.

Please do whatever you can to help reduce our cost so that we will be more in line with others living in the Phx area.

thanks

Jessica D. Perry

From: cerland593@aol.com
Sent: Sunday, August 10, 2014 5:22 PM
To: RBurns-Web
Subject: Wastewater reference docket/case #SW-01303A-09-0343

Bob Burns
ACC, Commissioners Wing
1200 West Washington
Phoenix AZ 85007-2996

Good Day,
As a resident of **Verrado Community,** an EPCOR wastewater district customer and as an active voter interested in growth and development in the West Valley, I would like to respectfully request that you fully consolidate all of EPCOR wastewater customers into one rate structure. There are several reasons that full consolidation makes the most sense from both a short and long term perspective.
Please consider:

- The west Valley is poised to be the fastest growth area of the Valley of the Sun and will eventually be an economic engine driving revenue growth for the entire Phoenix metro area and indeed all of Arizona. Water rates are an increasingly significant factor that can either attract or repel such growth. Consolidation would lead to predictable and stable rates and signal that we are serious about attracting business and residential growth. This is increasingly true in light of California's water challenges that are causing California business to look elsewhere for opportunities to avoid high taxes and skyrocketing utility costs.
- There is the issue of fair and equitable payment for infrastructure between all shareholders in the EPCOR customer base. While Anthem residents gained a state of the art wastewater treatment plant at a time when EPCOR customers were consolidated, those in the Agua Fria district that participated in the early payment for the Anthem treatment facility are now left to carry the entire economic burden of the wastewater treatment facility built to service the Agua Fria area.
- The deconsolidation of the water districts is short sighted on the part of those who would seek the short term gain of moderately lowest rates at the expense of their Valley neighbors. Over time, it is probable that the Agua Fria district will experience more rapid growth and eventually experience lower per capita rates than the Anthem district. Consolidating the rate structure now will avoid turning of tables later on. It is in the best interest of Anthem residents long term to consolidate now.

For these reasons, I would urge you to vote for **full consolidation**, bringing all the EPCOR wastewater customers together as one district.
With all due respect.

Sincerely,
Maria O. Erlandson
Home phone – 623-412-2961 Cell phone – 623-340-0289
21037 West White Rock Road, Buckeye AZ 85396
Wastewater reference docket/case #SW-013203A-09-0343

Jessica D. Perry

From: James Hill <dhill1@farmersagent.com>
Sent: Monday, August 11, 2014 1:22 PM
To: RBurns-Web
Subject: Crossriver sewer and water rates

Hello Mr Burns
The outrageous water and sewer rates are absolutely devastating. I have to make extreme cuts in other areas of my budget to pay for my water bill. To have service charge of $110.00+ per month just to have the service is highway robbery You have to do something fair for us.
Thanks
James Hill

James Hill
Farmers Insurance
14985 W Bell Rd Ste 175
Surprise, AZ 85374-3874
623-486-2322 (Office)
623-979-9055 (Fax)
dhill1@farmersagent.com
http://www.farmersagent.com/dhill1

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Jessica D. Perry

From: Connie Weaver <conniejweaver@live.com>
Sent: Monday, August 11, 2014 1:45 PM
To: RBurns-Web
Subject: To whom this may concern;

I am asking for you as a member of the AZCC to help us home owners to do what is right. It has been brought to our attention Epcor is abusing its customers in this small area I call home, the northwest corner of Phoenix. We are being overcharged for water and sewer service than any other district in the country.

I am relatively new to this situation as I've moved into this district from another district that was only 5 miles to the east. In comparison, my utility bill has increased to almost quadrupled to what I was paying just 5 miles east. This is just plain wrong.

It's a shame on you, the AZCC, that Epcor is allowed to charge us this stupidly outrageous amount every month.

I'm asking for you to do the RIGHT thing and only allow Epcor to charge fees and rates that are comparable to the rest of the districts in the NW valley. We just want what is fair.

Thank you for your valuable time,

Sincerely,

Connie Weaver

Jessica D. Perry

From: garrett lahr <tagen7@icloud.com>
Sent: Monday, August 11, 2014 12:44 PM
To: RBurns-Web
Subject: Crossriver

The water rates I have had to deal with are unacceptable. Due to the higher rate of summer electrical and water. I have had to remove our gym member ship and cable tv to make sure I can afford the Epcor water.

Sincerely

Garrett Lahr

Jessica D. Perry

From: Mary Whitten <mfkoury@gmail.com>
Sent: Monday, August 11, 2014 12:49 PM
To: RBurns-Web
Subject: EPCOR Crossriver

Commissioner Burns:

I live in Crossriver and as you know our water rates have increased almost 60 percent and our wastewater 133 percent. How can this be fair and justified.

I am a retired school teacher and I struggle as it is. I have let my grass go in my backyard and cut back on watering my yard. But, I have to water the trees and plants.

Please, PLEASE, help us. I hope you can have EPCOR combine all of their customers together.... so every one is paying their salaries and expenses. It is not fair that our district is the one paying these high prices. If I could afford to move... I would.

Our docket numbers are: W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343 (use only one of the docket numbers).

Thank You,

Mary Whitten

Jessica D. Perry

From: dmiller206@cox.net
Sent: Monday, August 11, 2014 1:10 PM
To: RBurns-Web
Subject: Epcor water issue in Crossriver Community

Dear Mr. Burns,
We are original residence of the community Crossriver. We have lived here for 8 years. I am writing to plead with you to help our community with the water and sewer rates with EPCOR. EPCOR has been taking advantage of us for the past 6 years. Our rates have increased so much that we have had to take drastic measures in our own home. We have rules posted on our refrigerator which are as follows:
- Set the timer for only a 3 minute shower.
- Only flush for number 2
- No turning on the water outside
- All water used from the sink must be collected in the container to later dump into the plants out front

If our little family for 4 doesn't keep to these rules, we would get a higher water bill that we wouldn't be able to afford. We do not have our water sprinkler system on at all. The only way any plants or trees get water is from collecting it as we use it from the sinks. No one should have to live like this and STILL have a $198 water bill. We have been forced to live like this because of EPCOR's rates.

We must consolidate with Sun City West. Our town is growing and this is the solution. We have been abused for 6 years by EPCOR and Sun City West has been babied by EPCOR for the past 6 years. These past 6 years they have not seen one increase. This is completely unjust and unfair.

Please stop this abuse that we are under so our family can live normally. Our youngest little girl asked if we were poor because our grass is dead. Our kids are dying to play in the water. We would love to take a nice ten minute shower and not have to worry about the bill. We would love to flush every time we go to the bathroom. We would all love to have green grass and plants that aren't dying.

Please help us. Thank you for your time. Feel free to contact us if you would like to discuss this matter further or need a copy of our bill.
Tommy and Dana Miller
623-256-6861

Jessica D. Perry

From: mike@dreambmx.com
Sent: Monday, August 11, 2014 1:35 PM
To: RBurns-Web
Subject: EPCOR rates for crossriver.

To Bob Burns, Commissioner;

I am asking for you as a member of the AZCC to help us fellow Arizonans to right a wrong. As I am sure that you are aware of this situation, Epcor is abusing its customers in a small area of the Northwest valley. We are being charged more for water and sewer service than any other district in the country (other than a district in San Francisco Ca.)

I am relatively new to this situation as I've moved into this district from another district that was only 5 miles to the east. Can you image my surprise last year when I opened up my utility bill and found that my new monthly charge is more than quadrupled? This is just plain wrong.

I've entertained the idea of "trucking in" my water. I've served in the US Army for 14 years and was deployed to a third world country. While "in country", I had the chance to observe the clean water situation and learned to live on minimal water. I've learned how to use cisterns and waste management. I hoped to never have to live like that again. From what I understand, one customer is doing this already.

It's a shame on you, the AZCC, that Epcor is allowed to charge us this stupidly outrageous amount every month.

I'm asking for you to do the RIGHT thing and only allow Epcor to charge fees and rates that are comparable to the rest of the districts in the NW valley. We are not asking for free services, just service rates that are comparable to our district neighbors.

Thank you for your valuable time,

Sincerely,

Michael Weaver

Jessica D. Perry

From: Beverly Bormann <bbormann1@cox.net>
Sent: Wednesday, July 30, 2014 4:37 PM
To: RBurns-Web
Subject: EPCOR

Please vote for reconsolidation between Anthem and Aqua Fria in fairness to all concerned. The Sun Cities contain so many very senior citizens who live on tight incomes; the monthly water bills have become more and more burdensome.

Beverly Bormann, Sun City West
Resident for 27 years, widow for 17 years

Jessica D. Perry

From: barb shirley <shirleybarb@yahoo.com>
Sent: Thursday, July 31, 2014 7:05 AM
To: RBurns-Web

SINCE WE ARE A NEWER COMMUNITY WITHOUT AGING INFRASTRUCTURE, WE SHOULD BE ALLOWED TO BE PART OF SUN CITY WEST.
BARB SHIRLEY
CB RESIDENT

Jessica D. Perry

From: Jeanette Koriel <jkoriel1987@hotmail.com>
Sent: Monday, August 11, 2014 3:40 PM
To: RBurns-Web
Subject: Water/Sewer EPCOR - Cross River Sun City

Good afternoon,

I am writing on behalf of our EPCOR water/sewage bill. When we first moved in 3 years ago our bill was $125.00 per month which I thought was very high. I lived in Dove Valley Ranch, Peoria prior to Cross River and never paid that much for water/sewer. I have the same amount of people living in my house that I did in Peoria. Over the last 3 years my water has been increased and now we pay $190.00 per month, for what? I have the same usage and people that I had 3 years ago. That is over a 50% increase. Why is our water/sewer so high in this area only? My husband recently lost his job and we cannot afford to be paying at outrageous water/sewer bill. Something needs to be done in this area, I feel like we are being treated unfair and are being over charged.

Can someone please look into this?

Thank you,

Jeanette Koriel
623-363-7424
Cross River - Sun City, AZ

Jessica D. Perry

From: Matt Merrifield <mattrat117@yahoo.com>
Sent: Monday, August 11, 2014 7:13 PM
To: RBurns-Web
Subject: Water rate increase

To Mr. Burns:

My name is Matthew Merrifield and I live in the county island just outside sun city west and peoria. My address is 12030 W. Deer Valley Ct. I have lived in the Dos Rios community for 6 years now and it's a great place to live and raise a family. I can't imagine living anywhere else and knowing better people than my great neighbors!

I am writing this letter in regards to increased water/waster rates that have accrued over the past few years! It is increasingly difficult for me to make ends meet with the rates going up the way they are. My water/waste rate has gone up over a 100 dollars a month in just a few years. We have had to cancel our cable and turn up our thermostat in the past two years to compensate for the increase from Epcore. If this continues, we will no longer be able to pay for water! I believe these increases are wrong and Epcor Water is discriminating against my community while the other areas they service have seen very little increase in their bills. Please do not let this continue. I know many of my neighbors feel the same way and they face the same hardships I endure as well. Thank you very much for your time.

Matthew Merrifield
Dos Rios resident

Sent from my iPhone

Jessica D. Perry

From: ccburns15 <ccburns15@yahoo.com>
Sent: Monday, August 11, 2014 7:16 PM
To: RBurns-Web
Subject: Crossriver resident Epcor water and waste water rates

As fairly new residents of Crossriver allotment we have been totally shocked at our water bills. When we moved a year ago we were told that are rates would be a little higher, but coming from the City of Peoria water our water bill has actually tripled and we don't even have a swimming pool yet. If we would have known this we more than likely would not have choosen to reside here. Our family would appreciate anything that you could do to lower our rates, the water bill is a financial strain for us.

Thank you,
Mike and Cheryl Burns
21645 N. 120th Ave.
Sun City, AZ 85373
(330)592-7531

Sent from Samsung tablet

Jessica D. Perry

From: Dave Crichton <d.crichton@cox.net>
Sent: Monday, August 11, 2014 9:03 PM
To: RBurns-Web
Subject: EPCOR Water Rates in Cross River

Hi Bob,

Thanks for taking a moment to read this email. My family of 8 lives in Cross River. We are a one income family with a special needs child. When we bought our home seven years ago, our water bill was $125.00/month. We thought at that time it was high based on the fact that we moved from a home with a pool and grass in Peoria, and were paying much less. Over the past few years it has just become out of control. Last month's water bill was $235.00. On top of that, the water tastes so bad we also pay to bottle filtered water at the local Glacier Water dispenser. Needless to say, the outrageous water rates are taking a huge toll on our family budget with talk of even higher rates in January. Please help us!

Dave Crichton
12214 W Monte Lindo Ln
Sun City, AZ 85373

Jessica D. Perry

From: joyce gaston <jrconnection2@gmail.com>
Sent: Monday, August 11, 2014 10:31 PM
To: RBurns-Web
Cc: Pierce-Web; Stump-Web; Burns-Web
Subject: Outrageous rates

Categories: Printed

Commissioners:
It is hard to believe that the commission cannot see the financial burden the outrageous waste/water rates are having on our community in Crossriver. I am sure that if you were faced with this kind of discrimination, you would not hesitate to act for the good of all people and especially our communities. You have the power to make changes. My hope is that you can be fair and equitable to those in financial crisis.

Joyce gaston
11711 W. Patrick Court
Sun City-Crossriver

Jessica D. Perry

From: Christy shields-mckee <cshieldsmckee@yahoo.com>
Sent: Tuesday, August 12, 2014 7:29 AM
To: RBurns-Web
Subject: Epcor

I am a 38 year resident of Az. and have owned a number of homes over the years and have never encountered a water company like EPCOR. I have been in my current home for almost 8 years and watched my Cross River community be built. The water (wastewater) here has always been out of line. The fact that Sun City West has not had an increase in 6 years while we have had an increase every year for the last 3 years is unconscionable and extremely disturbing. This situation needs to be brought into line immediately with all parties involved sharing the load equally.

Sincerely,
Christy-Shields-Mckee

Jessica D. Perry

From: Carl King <s_sking@hotmail.com>
Sent: Tuesday, August 12, 2014 2:16 AM
To: RBurns-Web
Subject: EPCOR RATES

Mr. Burns,
I just want to let you know that myself and family are having a very hard time with the rates. My water has doubled and things are hard enough as it is. And the crazy thing is, right down the road, their water did not go up. I don't know how this can be justified but if you know any thing that can justify it, please let us know. We are considering the sell of the home and we do like this area but we can just but down the road and get back to normal. I think any one would be concerned when their water bill comes in over 200 dollars a month, every month! Please see what you and your team can do to help make this fair.

Thanks and Regards,
Carl King

Jessica D. Perry

From: Nicole Gittens <nikkinthedesert@gmail.com>
Sent: Thursday, July 31, 2014 9:10 PM
To: RBurns-Web
Subject: Aqua Fria Water arizona Inc.

Let it be known the high impact that the decision to remove Anthem from the Aqua Fria District has had on the remaining district. It has increased both my water as well as my waste water treatment charges approximately 2 1/2 times. My last bill was $435.34 for water and $106.43 for waste water treatment;with taxes and fees the total was $592.93. That's outrageous ! I have had Epcor out to check and was advised there is no water movement shown. My irrigation system and inside low flow shower heads and toilets have also been checked. Four a family of 2 adults and 2 small children, I find it inconceivable that we could use that much. I would like you to consider that Epcor be restructured and implement full consolidation with a single rate structure.

Regards,

Levene E. Bridges

benlee68@msn.com

Jessica D. Perry

From: Megan Tappan <megtappan@gmail.com>
Sent: Tuesday, August 12, 2014 9:45 AM
To: RBurns-Web
Subject: Water

Dear Mr Bob Burns,

Hello my name is Megan Tappan, a neighbor in the northwest community of Crossriver.
Please understand this letter comes out if great respect for you and the position you hold in the ACC. This letter is in regards to our water and wastewater rates that are seemingly out of control and it's been an uphill climb for our community to get any relief!

Please hang with me, I am educated but not eloquent with words. I'm just a regular old stay at home mom. We moved to this community of crossriver about 8 years ago and have loved it!! When we moved here our water bill was around $60 and reasonable to our budget. My husband works, I stay home with 2 kids and we stick to a tight budget. As you already know, our water rates have climbed significantly and it's to the point that we've had to adjust the budget and limit spending in other areas due to the water bill. I know life isn't fair but it just makes sense to me that the entire county/city/whomever would all pay similar amounts in order to equalize water rates throughout the valley.
Please take into consideration this amazing community of young families just trying to live simply and desiring a reasonable rate for water rather than having to stretch ourselves thin just so our families can survive! We appreciate you time. Thank you!

Megan and Dustin Tappan

Sent from my iPhone