

**COMMISSIONERS**  
BOB STUMP – Chairman  
GARY PIERCE  
BRENDA BURNS  
BOB BURNS  
SUSAN BITTER SMITH



0000155309

RECEIVED

Executive Director

ARIZONA CORPORATION COMMISSION

2014 AUG 12 P 3:21

To: Docket Control

AZ CORP COMMISSION  
DOCKET CONTROL

RE: EPCOR Docket # W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 33 customer comments regarding the above filed case.

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

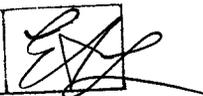
Filed by: Utilities Division – Consumer Services

ORIGINAL

Arizona Corporation Commission

DOCKETED

AUG 12 2014

DOCKETED BY 

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2014 - 117458

**Date:** 8/6/2014

**Complaint Description:** 08Q EPCOR  
N/A Not Applicable

**Complaint By:** **First:** Donna **Last:** Thomson

**Account Name:** Donna Thomson

**Home:** (000) 000-0000

**Street:** n/a

**Work:** (000) 000-0000

**City:** n/a

**CBR:**

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

**is:**

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**Utility Company:** EPCOR Water \*AAWC

**Division:** Water

**Contact Name:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

\*\*\*\*\* W-01303A-09-0343 AND WS-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

We are Russell Ranch residents and are requesting an immediate investigation and review of our water and wastewater rates. In the last two years our waste water rates have more than doubled, creating very unreasonable water and sewer bills. This has created many hardships and a very negative effect on our property values. Russell Ranch residents are selling because they cannot afford the EPCOR rates.

Since we have our own wastewater treatment plant here in Russell Ranch that as homeowners we paid for, we understand you requested EPCOR to provide a cost analysis of this plant, please provide those results.

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

Sincerely,

Donna Thomson  
Russell Ranch owner  
Parcel #  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments entered for the record and docketed. CLOSED  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 8/6/2014

Opinion No. 2014 - 117458

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

---

**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

---

**Opinion No.** 2014 - 117459

**Date:** 8/6/2014

**Complaint Description:** 08Q EPCOR  
N/A Not Applicable

**Complaint By:** **First:** Sue **Last:** Smith

**Account Name:** Sue and Randy Smith

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** n/a

**CBR:**

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

**is:**

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**Utility Company:** EPCOR Water \*AAWC

**Division:** Water

**Contact Name:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

\*\*\*\*\* W-01303A-09-0343 AND WS-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

We are Russell Ranch residents and are requesting an immediate investigation and review of our water and wastewater rates. In the last two years our waste water rates have more than doubled, creating very unreasonable water and sewer bills. This has created many hardships and a very negative effect on our property values. Russell Ranch residents are selling because they cannot afford the EPCOR rates.

Russell Ranch subdivisio has its own wastewater treatment plant that was paid for by the homeowners. We understand you requested EPCOR to provide a cost analysis of this plant, please provide those results.

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

Sincerely,

Russell Ranch owner  
Sue and Randy Smith  
Parcel  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments entered for the record and docketed. CLOSED.  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 8/6/2014

Opinion No. 2014 - 117459

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

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Investigator: Al Amezcua

Phone: ( )

Fax: ( )

Priority: Respond Within Five Days

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Opinion No. 2014 - 117460

Date: 8/6/2014

Complaint Description: 08Q EPCOR  
N/A Not Applicable

Complaint By: First: Daniel Last: Szafranski

Account Name: Daniel & Kathleen Szafranski

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Litchfield Park

CBR:

State: AZ Zip: 85340

is:

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Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name: Karl Wilkins

Contact Phone: ( )

Nature of Complaint:

\*\*\*\*\* W-01303A-09-0343 AND WS-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

We are Russell Ranch residents and are requesting an immediate investigation and review of our water and wastewater rates.

In the last two years our waste water rates have increased dramatically. We have had a 44% increase in basic service charges and a 40% increase in the unit price for the sewer volume. Our understanding is that we will incur an additional 15% increase on January 1, 2015. Along with the apparent 7% increase to the basic water service and 7% increase to the unit price for the water used, it is creating very unreasonable water and sewer bills.

I can not think of any area of purchasing that an average of a 63% increase in a 3-year period would be acceptable to anyone. In the utility world we do not have the option of taking our business elsewhere and look for the commission to take a fair and honest look at what this is doing to the economic stability of our lives. We feel we are definitely being taken advantage of and are and will continue to look for ways to reduce our consumption of water.

In purchasing our parcel and home in Russell Ranch it included the costs of establishing the wastewater facility in Russell Ranch and at a minimum, we are owed a detailed breakout of costs associated with the current and future charge increases and the cost analysis of this plant.

In summary, these large increases are not fair or right and we ask that you review these costs and allow us some relief on these items.

Sincerely,

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Daniel & Kathleen Szafranski  
Russell Ranch Homeowner

Parcel  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 8/6/2014

Opinion No. 2014 - 117460

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**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

**Investigator:** Al Amezcua

**Phone:** ( )

**Fax:** ( )

**Priority:** Respond Within Five Days

**Opinion No.** 2014 - 117537

**Date:** 8/8/2014

**Complaint Description:** 08Q EPCOR  
N/A Not Applicable

**Complaint By:** **Michelle Seymour**

**Account Name:** Michelle Seymour

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Buckeye

**CBR:**

**State:** AZ Zip: 00000

**is:** Cellular

**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

From: Util-PublicComment  
Sent: Wednesday, August 06, 2014 8:29 AM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name:Michelle Seymour  
Date:8/6/2014  
Address:  
Phone:  
CityStateZip:Buckeye  
Cell:  
Docket:SW-01303A-09-u343  
DocketNo:  
Utility:EPCOR Water  
Email:

Comments:We support Epcor's recommendation to the ACC to move to a consolidated district with a single rate structure. Water rates are astronomical here, and it is really hurting this community, including our family.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 8/12/2014

Opinion No. 2014 - 117537

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

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**Investigator:** Al Amezcua

**Phone:** ( )

**Fax:** ( )

**Priority:** Respond Within Five Days

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**Opinion No.** 2014 - 117539

**Date:** 8/8/2014

**Complaint Description:** 08Q EPCOR  
N/A Not Applicable

**Complaint By:** **First:** Stephen **Last:** Reinhart

**Account Name:** Stephen Reinhart

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Buckeye

**CBR:** €

**State:** AZ **Zip:** 85396

**is:** Other

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**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:** ( )

**Nature of Complaint:**

From: Util-PublicComment  
Sent: Wednesday, August 06, 2014 7:32 AM  
To: Util-PublicComment  
Cc: steve.  
Subject: Public Comment

Name: Stephen Reinhart  
Date: 8/6/2014  
Address:  
Phone:  
CityStateZip: Buckeye, AZ 85396  
Cell:  
Docket: Epcor Water Arizona Inc. wastewater rate case  
DocketNo: SW-01303A-09-0343  
Utility: Epcor Water Arizona, Inc.  
Email

Comments: We chose to live in Verrado as it is one of the best communities to live in here in the West Valley of Phoenix. However, one of the hidden nightmares that was not disclosed was the cost of our water treatment. Our water bill is consistently greater than \$200 per month even in the middle of winter. We have not been able to lower our bill as the "automatic" costs are simply outrageous. My co-workers at the power plant I work at have bills around \$60 to \$80 a month and they simply can not believe that we have paid as much as \$500 in a month - even with a very small yard. We have removed all of the grass in our yard and have added rocks, but we still can not get a reasonable bill. Please help us. Thanks, Steve Reinhart  
\*End of Complaint\*

**Utilities' Response:**

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 8/8/2014

Opinion No. 2014 - 117539

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 8/8/2014

Opinion No. 2014 - 117542

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

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2014 - 117543

**Date:** 8/8/2014

**Complaint Description:** 08Q EPCOR  
N/A Not Applicable

**Complaint By:** **First:** Jeff **Last:** Walling

**Account Name:** Jeff Walling

**Home:** (

**Street:**

**Work:** (000) 000-0000

**City:** Buckeye

**CBR:**

**State:** AZ Zip: 85396

**is:**

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**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

From: Util-PublicComment  
Sent: Wednesday, August 06, 2014 5:34 AM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: Jeff Walling  
Date: 2014/8/6  
Address  
Phone  
CityStateZip: Buckeye, AZ 85396  
Cell:  
Docket: Agua Fria Wastewater Relief  
Docket No: SW-01303A-09-0343  
Utility: Epcor  
Position: Pro  
Email

Comments: I am in full agreement that relief is needed. The residents have had 3 straight years of wastewater rate increases and they are now exceeding the amount that residents can budget each month. Please examine and come up with an alternative solution to these increases. thanks.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 8/8/2014

Opinion No. 2014 - 117543

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

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2014 - 117544

**Date:** 8/8/2014

**Complaint Description:** 08Q EPCOR  
N/A Not Applicable

**Complaint By:** **First:** Lucy **Last:** Rodriguez

**Account Name:** Lucy Rodriguez

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Buckeye

**CBR:**

**State:** AZ **Zip:** 85396

**is:**

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**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

From: Util-PublicComment  
Sent: Tuesday, August 05, 2014 9:04 PM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: Lucy Rodriguez  
Date: 8-5-14  
Address:  
Phone:  
CityStateZip: Buckeye, AZ 85396  
Cell:  
Docket: W-01313A-09-0343  
DocketNo: SW01303A0903  
Utility: epcor  
Position: Con  
Email

Comments: 10: Arizona Corporation Commission/Board Members Subj: EPCOR water rates/Request for Full consolidation From: Lucy Rodriguez Dear A.C.C & Board Members I am writing you to implore you to please vote for Full consolidation of Anthem & Verrado, Sun city, etc. I am a resident of Verrado and I'm currently behind on the EPCOR water bill. It just too much money! \$136.00 a month is what I have to pay for 2 people in the home. Some of my Neighbors are paying \$300.00 or More. All I hear is how EPCOR Water is robbing us but the truth of the matter is, that Arizona Corporation Commission and its board member are the co-conspirator to my economic demise. I am a single women trying to achieve the American dream in Verrado which has become a real struggle. I urge ACC and it's Board Member to please consider the Full Consolidation. I need a break! So, do many others who live in Verrado. It may be greener here but not really! Note: I am a voting citizen and will be watching your Elections. Closely! Sincerely, Lucy Rodriguez

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 8/8/2014

Opinion No. 2014 - 117544

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 8/8/2014

Opinion No. 2014 - 117545

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

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2014 - 117546

**Date:** 8/8/2014

**Complaint Description:** 08Q EPCOR  
N/A Not Applicable

**Complaint By:** **First:** Debbie **Last:** Sailer

**Account Name:** Debbie Sailer

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Buckeye

**CBR:**

**State:** AZ Zip: 85396

**is:**

---

**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

From: Util-PublicComment  
Sent: Tuesday, August 05, 2014 7:41 PM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name:Debbie Sailer

Date:8/5/14

Address

Phone

CityStateZip:Buckeye, AZ 85396

Cell

Docket:ACC for Waste Water Relief

DocketNo:SW-01303A-09-343

Utility:EPCOR

Position:Pro

Email

Comments:Please support the consolidation of the district for waste water. The increase in rates that we have experienced has put hardship on many neighbors and resulting in increased number of houses on the market and jeopardizes the growth of the Verrado Community. Our rates more than doubled when moving to Verrado as a result of the separating of the district and increasing the rate to cover the charges. It is in everyone's best interest to consolidate and distribute the cost equally across the population. Thank you

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 8/8/2014

Opinion No. 2014 - 117546

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

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2014 - 117548

**Date:** 8/8/2014

**Complaint Description:** 08Q EPCOR  
N/A Not Applicable

**Complaint By:** **First:** Joyce **Last:** Jason

**Account Name:** Joyce Jason

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Buckeye

**CBR:**

**State:** AZ Zip: 85396

**is:**

---

**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

From: Util-PublicComment  
Sent: Tuesday, August 05, 2014 7:28 PM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: Joyce Jason

Date: 8/5/2014

Address

Phone

CityStateZip: Buckeye, AZ 85396

Cell:

Docket: EPCOR Water Arizona Wastewater Rate Case

DocketNo: SW1303090343

Utility: EPCOR Water Arizona

Position: Pro

Email

Comments: Our rates have skyrocketed and the residents of the Aqua Fria Waste are seeking to move to a consolidated district with a single rate structure to provide much needed rate relief. Thank You.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 8/8/2014

Opinion No. 2014 - 117548

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 8/8/2014

Opinion No. 2014 - 117550

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

**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2014 - 117551

**Date:** 8/8/2014

**Complaint Description:** 08Q EPCOR  
N/A Not Applicable

**Complaint By:** **First:** Joseph **Last:** Rodriquez

**Account Name:** Joseph Rodriquez

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Buckeye

**CBR:**

**State:** AZ **Zip:** 85396

**is:**

**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

From: Util-PublicComment  
Sent: Tuesday, August 05, 2014 6:52 PM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: Joseph Rodriguez  
Date: 8/5/2014  
Address  
Phone:  
CityStateZip: Buckeye AZ, 85396  
Cell:  
Docket: SW - 01303A-09-0343  
DocketNo:  
Utility: Epcor  
Email

Comments: Please change the way your system works so that Verrado customers pay equitable fees for water and wastewater. I don't know the technical term (consolidation?) but the word is irrelevant - we shouldn't be burdened more than any other area in the Valley.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 8/8/2014

Opinion No. 2014 - 117551

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

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2014 - 117552

Date: 8/8/2014

Complaint Description:      08Q EPCOR  
   N/A Not Applicable

Complaint By:      First: Frank L      Last: Martin

Account Name: Frank L Martin

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ      Zip: 85396

is:

Utility Company: EPCOR Sewer \*AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

From: Util-PublicComment  
Sent: Tuesday, August 05, 2014 6:41 PM  
To: Util-PublicComment  
Subject: Public Comment

Name: Frank L. Martin

Date: 08/05/2014

Address:

Phone

CityStateZip: Buckeye

Cell:

Docket: SW-013A-09-0343

DocketNo:

Utility: ACC

Position: Con

Email:

Comments: My wife and I are the only people in our home in Verrado. Yet, our "so called" waste water of 7,000 gallons per month is the exact same usage that friend with two adults and three children are billed the exact amount for waste water usage. Our Daughter, husband and three children, all who bath and shower every day, have a built in Splash Pool also receive bills for the same 7,000 gallons of "so called" waste water usage as we do. Another family member who lives alone in Verrado also supposedly uses 7,000 gallons per month. This is a criminal scam and with one golf course and another to be built along with a Water Park leads me to believe Verrado residence are be vastly overcharged so ACC can provide water for the Golf Courses and future Water Park. I was at the meeting held in Verrado last week and it was clear to all that everyone on the panel was simply lying. Congratulations, you have followed in the footsteps of the majority of bureaucrats and treated the people who pay you with contempt treated all who attended the meeting as though we are all too stupid to see through all of the phony excuses put out by ACC and its mouthpieces. How can any of you actually receive your paychecks without shame?

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 8/8/2014

Opinion No. 2014 - 117552

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2014 - 117560

Date: 8/11/2014

Complaint Description:      08Q EPCOR  
   N/A Not Applicable

Complaint By:      First:      Last:  
                                 **William**      **Bertram**

Account Name:      William Bertram

Home:

Street:

Work:

City:      Buckeye

CBR:

State:      AZ      Zip: 85396

is:

Utility Company:      EPCOR Sewer \*AAWC

Division:      sewer

Contact Name:      Karl Wilkins

Contact Phone:

### Nature of Complaint:

From: Util-PublicComment  
Sent: Tuesday, August 05, 2014 6:11 PM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name:William Bertram

Date:8/5/2014

Address:

Phone

CityStateZip:Buckeye

Cell

Docket:SW-01303A-09-0343

DocketNo:SW-01303A-09-0343

Utility:Epcor

Email:

Comments:When I first moved my family to Arizona from the Midwest I figured tye water supply would be more expensive. We moved to into Verrado in Buckeye AZ. I have lived here since 2007. I have seen my water bill for a family of four go from 75.00 per month to and average of 215.00 a month. This is not affordable. I think it is unfair that verrado is seemingly paying for the whole district. People say that everyone in Arizona will be paying this much for water in the coming years. I can tell you this if we do not see relief from our water bill I see us packing it all in and taking our lives back to the midwest where this type of billing is seen as a crime. I am sure you don't care if we move or not but I have seen a bunch of my friends move from verrado and they are not moving to different locations in Arizona they are leaving the state. They are sick if the state letting these corporations walk all over its people.

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117560

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

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Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion      No. 2014 - 117586

Date: 8/11/2014

Complaint Description:      08Q EPCOR  
   N/A Not Applicable

Complaint By:      First: Tom      Last: Bianco

Account Name: Tom Bianco

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ      Zip: 85396

is:

---

Utility Company: EPCOR Sewer \*AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

**Nature of Complaint:**

From: Util-PublicComment  
Sent: Tuesday, August 05, 2014 6:04 PM  
To: Util-PublicComment  
Cc: 1  
Subject: Public Comment

Name:tom bianco

Date:8/5/2014

Address:

Phone

CityStateZip:buckeye, az 85396

Cell:

Docket:The wastewater reference docket

DocketNo:SW-01303A-09-0343

Utility:Epcor Water Arizona Inc

Email

Comments:water rates in Verrado are twice what other people in the valley are paying. this is unreasonable and unjustified. i, for example, pay \$50 a month just because my home has a 1 inch line. A 3/4 line would be just \$15. Shouldn't i just be charged by how much water i use? With all the minimum payments required even if i use no water at all my bill would be over \$160 a month, which is more than most people's normal monthly bill. Just watering the lawn barely enough to keep it alive and conserving water where ever possible still amounts to a summer bill near \$300. This is unsupportable and will lead to people finding Verrado an undesirable place to live going forward. These prices are way to high and unfair. They must be reduced.

\*End of Complaint\*

**Utilities' Response:**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Investigator's Comments and Disposition:**

Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

**Date Completed:** 8/11/2014

**Opinion No.** 2014 - 117586

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117587

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117588

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 8/11/2014

Opinion No. 2014 - 117589

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117590

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

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2014 - 117591

**Date:** 8/11/2014

**Complaint Description:** 08Q EPCOR  
N/A Not Applicable

**Complaint By:** **First:** Glenn **Last:** Opfer

**Account Name:** Glenn Opfer

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Buckeye

**CBR:**

**State:** AZ **Zip:** 85396

**is:** E-Mail

---

**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

From: Util-PublicComment  
Sent: Wednesday, August 06, 2014 8:58 AM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: Glenn Opfer  
Date: 8/6/2014  
Address:  
Phone:  
CityStateZip: Buckeye AZ 85396  
Cell:  
Docket:  
DocketNo: SW-01303A-09-0343  
Utility: EPCOR Water  
Email:

Comments: My wife and I are retired living in a 1550 square foot home. We are seventy and sixty two years old. We water our desert landscape once a day for thirty minutes in the early morning hours. Our water bill is outrageous. The last two months I have paid \$192 and \$189 dollars. Since the separation between Anthem and Aqua Fria water districts our water bill has steady climbed in the last three years. I am still trying to figure out why the Aqua Fria water district should be penalized with higher water rates because of this separation. I understand it was a fifty eight percent increase for Aqua Fria. I also understand it was raised because of the new treatment facility built in the White Tanks. When was the last time you can think of a utility increase of this size? Also don't you think Epcor should hold some type of responsibility for the cost of this facility? How is it justified by Epcor and the utility commission to increase the water tariff due to poor Epcor management? If anything should be done, the water bill increase should be shared by all customers.

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117591

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

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion**      **No.** 2014 - 117593

**Date:** 8/11/2014

**Complaint Description:**      08Q EPCOR  
   N/A Not Applicable

**Complaint By:**      **First:** Justin      **Last:** Powless

**Account Name:** Justin Powless

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Buckeye

**CBR:**

**State:** AZ      Zip: 85396

**is:** E-Mail

---

**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

From: Util-PublicComment  
Sent: Wednesday, August 06, 2014 9:29 AM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: Justin powless

Date: 8/6/2014

Address

Phone

CityStateZip: Buckeye, AZ

Cell:

Docket: Waste water relief Verrado

DocketNo: SW-01303A-09-0343

Utility: EPCOR

Position: Con

Email

Comments: There needs to be a re-evaluation of how EPCOR bills Verrado residence for water. I get charged for water processing for all the water that flows through my meter. When I know that a good portion of the water goes into the ground for irrigation. Additionally, there has to be a better way to distribute the cost that Verrado residents are paying for the processing facilities.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117593

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 8/11/2014

Opinion No. 2014 - 117594

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 8/11/2014

Opinion No. 2014 - 117596

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

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2014 - 117597

**Date:** 8/11/2014

**Complaint Description:** 08Q EPCOR  
N/A Not Applicable

**Complaint By:** **First:** Gloria **Last:** Martin

**Account Name:** Gloria Martin

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Buckeye

**CBR:**

**State:** AZ **Zip:** 85396

**is:** E-Mail

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**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

From: Util-PublicComment  
Sent: Wednesday, August 06, 2014 10:20 AM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name:Gloria Martin  
Date:August 6, 2014  
Address:  
Phone  
CityStateZip:Buckeye, AZ 85396  
Cell:  
Docket:Epcor Water Arizona, Inc.  
DocketNo:SW-01303A-09-0343  
Utility:Epcor  
Email

Comments:In order to provide some relief to Aqua Fria District, please consider a consolidation of districts with a single rate structure.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 8/11/2014

Opinion No. 2014 - 117597

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

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion**      **No.** 2014 - 117598

**Date:** 8/11/2014

**Complaint Description:**      08Q EPCOR  
   N/A Not Applicable

**Complaint By:**      **First:** Heather      **Last:** Plummer

**Account Name:** Heather Plummer

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Buckeye

**CBR:**

**State:** AZ      Zip: 85396

**is:** Cellular

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**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

From: Util-PublicComment  
Sent: Wednesday, August 06, 2014 10:56 AM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: Heather Plummer  
Date: 8/6/2014  
Address:  
Phone:  
CityStateZip: Buckeye, AZ 85396  
Cell:  
Docket: SW-01303A-09-0343  
DocketNo:  
Utility: Epcor  
Email:

Comments: I am in FULL support on the position to review Epcor's recommendation to the ACC to move to a consolidated district with a single rate structure. We need some relief in the water billing department. We as residents are paying higher for water than we are paying for electricity in the summer months. I urge you to review the billing for Epcor and help the residents of Verrado.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 8/11/2014

Opinion No. 2014 - 117598

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

**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2014 - 117599**

**Date:** 8/11/2014

**Complaint Description:** 08Q EPCOR  
N/A Not Applicable

**Complaint By:** **First:** Gordon **Last:** Hosmer

**Account Name:** Gordon Hosmer

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Buckeye

**CBR:**

**State:** AZ Zip: 85396

**is:** E-Mail

**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

Name: Gordon Hosmer

Date: August 6, 2014

Address:

Phone:

CityStateZip: Buckeye, AZ 85396

Cell:

Docket: Wastewater Treatment

DocketNo: SW-01303A-09-0343

Utility: Epcor Water

Position: Other

Email:

Comments: 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. 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

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117599

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

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2014 - 117600

**Date:** 8/11/2014

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

**Complaint By:** **First:** Stephen **Last:** Wilson

**Account Name:** Stephen Wilson

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Buckeye

**CBR:**

**State:** AZ **Zip:** 85396

**is:** Cellular

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**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

Name: Stephen Wilson

Date: 8/6/14

Address:

Phone

CityStateZip: Buckeye, AZ 85396

Cell

Docket: Wastewater Rate Relief

DocketNo: SW-01303A-09-0343

Utility: Epcor

Position: Pro

Email:

Comments: I agree with EPCOR's position to do this. "Epcor Water Arizona Inc. wastewater rate case to consider whether and how to provide Agua Fria Wastewater District residents with rate relief."

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed:** 8/11/2014

**Opinion No.** 2014 - 117600

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2014 - 117601

Date: 8/11/2014

Complaint Description: 08Q EPCOR  
N/A Not Applicable

Complaint By: First: Melissa Last: Rodriquez

Account Name: Melissa Rodriquez

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

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Utility Company: EPCOR Sewer \*AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

**Nature of Complaint:**

Name: MELISSA RODRIGUEZ  
Date: 08/06/2014  
Address:  
Phone:  
CityStateZip: BUCKEYE, AZ 85396  
Cell:  
Docket:  
DocketNo: SW-01303A090343  
Utility: EPCOR  
Email:  
Comments: I am for rate relief.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117601

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

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2014 - 117602

**Date:** 8/11/2014

**Complaint Description:** 08Q EPCOR  
N/A Not Applicable

**Complaint By:** **First:** Cheryl **Last:** Israelson

**Account Name:** Cheryl Israelson

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Buckeye

**CBR:**

**State:** AZ Zip: 85396

**is:** E-Mail

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**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:** Karl Wilkins

**Contact Phone:**

**Nature of Complaint:**

Name: Cheryl Israelson

Date: 08/06/2014

Address:

Phone:

CityStateZip: Buckeye, AZ 85396

Cell:

Docket: SW01303A-09-0343. Wastewater

DocketNo: SW01303A-09-0343

Utility: EPCOR

Position: Other

Email:

Comments: We are snowbirds whose main home is in Alaska. Our water bill for months we are not in residence are as high or higher than when we are in residence. The only water being used is irrigation for our plants so no waste water at all. This means we are being charged for services not used. There has to be a way we can measure the irrigation water vs household water so that we are not charged for waste water when it is being absorbed by plants. July 25, \$148.53, June 163.11. No one home in July, someone in the house first 15 days of June. Thanks.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed:** 8/11/2014

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2014 - 117602

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2014 - 117604

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

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Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion      No. 2014 - 117605

Date: 8/11/2014

Complaint Description:      08Q EPCOR  
   N/A Not Applicable

Complaint By:      First: Peter      Last: Kaminski

Account Name: Peter Kaminski

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ      Zip: 85396

is:

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Utility Company: EPCOR Sewer \*AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

**Nature of Complaint:**

Name: Peter Kaminski

Date: 8/6/14

Address:

Phone:

CityStateZip: Buckeye, AZ, 85396

Cell:

Docket: SW-01303A-09-0343

DocketNo: SW-01303A-09-0343

Utility: Epcor Water Arizona Inc.

Position: Other

Email:

Comments: There is a big debate on the waste water rate and the rate changes. My biggest concern is paying for something that I did not use. I have a small house hold and use about 7kgal per month. Half of that volume is used for my yard and never makes it into the sewer system yet I'm being charged for it. A couple of years ago, Epcor was to take the average usage of the winter months to determine sewer volume. I have since contacted Epcor and they told me that 7kgal of sewer is min volume. I am being penalized for keeping my water usege low in the desert.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed: 8/11/2014**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2014 - 117605

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2014 - 117607

Date: 8/11/2014

Complaint Description:      08Q EPCOR  
N/A Not Applicable

Complaint By:      First: Karen      Last: Hetrick

Account Name: Karen and Chet Hetrick

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ      Zip: 85396

is: E-Mail

Utility Company: EPCOR Sewer \*AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

### Nature of Complaint:

Name: Karen & Chet Hetrick

Date: 8/6/2014

Address:

Phone:

CityStateZip: Buckeye, Az 85396

Cell:

Docket: Epcor Water Arizona Inc. wastewater rate case

DocketNo: SW-01303A-09-0343

Utility: Epcor Water Arizona Inc

Position: Pro

Email:

Comments: EPCOR Agua Fria district charges for wastewater is extremely high compared to others in our area, and also for other EPCOR customers here in Arizona. However it was arrived at to allow EPCOR to charge these exorbitant amounts to the Agua Fria district customers needs to be reviewed and somehow lowered to realistic levels. We can live elsewhere in close proximity to where we are now, outside the EPCOR service area, and pay a lot less for our water bill. I know that other EPCOR service areas pay considerably less for the same water and services.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 8/11/2014

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2014 - 117607

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