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0000155343

RECEIVED
Executive Director

ARIZONA CORPORATION COMMISSION

2014 AUG 14 P 3:15

AZ CORP COMMISSION
DOCKET CONTROL

August 14, 2014

To: Docket Control

RE: EPCOR Water Arizona, Inc. *AAWC - Customer Comments

Docket No. W-01303A-09-0343 & ^{SW}~~WS~~-01303A-09-0343

ORIGINAL

Please docket the attached 10 customer comments OPPOSING a rate increase.

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

Filed by: Utilities Division - Consumer Services

Arizona Corporation Commission
DOCKETED
AUG 14 2014

DOCKETED BY A rectangular box containing the text "DOCKETED BY" and a handwritten signature.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

lawn, fountain, and several trees. What's wrong with this picture? Please help us. Thank you, Janice Melvin
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/08
Emailed to the Phoenix office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 8/11/2014

Opinion No. 2014 - 117577

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117580

Date: 8/11/2014

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

Complaint By: First: Last:
Gina Maloney

Account Name: Gina Maloney

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. SW-01303A-09-0343 & W-01303A-09-0343

From: Util-PublicComment
Sent: Saturday, August 09, 2014 1:26 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Gina Moloney

Date: 08/09/2014

Address:

Phone:

CityStateZip: Buckeye

Cell:

Docket: The Waterwaste

DocketNo: SW-01303A-09-0343

Utility: Epcor

Position: Pro

Email:

Comments:

Consolidate all 5 of the water districts into 1 and distribute the costs over 53,000 customers (this includes Anthem in the consolidation)

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/11

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/11/2014

Opinion No. 2014 - 117580

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117595

Date: 8/11/2014

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

Complaint By: First: Last:
Kirk Treiber

Account Name: Kirk Treiber

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

Utility Company. EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket Nos. SW-01303A-09-0343 & W-01303A-09-0343

From: Util-PublicComment
Sent: Saturday, August 09, 2014 8:47 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Kirk treiber
Date: 08/8/14
Address: 11954 w candelaria ct
Phone: 602-405-3016
CityStateZip: Sun city az 85373
Cell:
Docket:
DocketNo:

Utility: Epcor

Email:

Comments:

I am a 1 income household with 2 children in a small 1500 sqft home with two kids. \$200 month water bill seems like robbery. Please help. I have no pool, or grass please help get this in line. We are being robbed and have no option but to pay epcor or we can't have water. We conserve water and it is still \$200 per month. When I lived in Peoria my water bill \$33 per month. Help please! I live in crossriver community in sun city.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/11

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/11/2014

Opinion No. 2014 - 117595

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117603

Date: 8/11/2014

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

Complaint By: First: Todd Last: Gable

Account Name: Todd Gable

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-01303A-09-0343 & SW-01303A-09-0343

From: Util-PublicComment
Sent: Saturday, August 09, 2014 7:12 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Todd Gable
Date: 08-09-2014
Address:
Phone:
CityStateZip: Sun City Az 85373
Cell:
Docket: W-01303A-09-0343
DocketNo: W-01303A-09-0343
Utility: Epcor Water
Position: Other
Email:

Comments:

Please help our community we are drowning in our water bills. My family and many others are struggling to survive and moving to cut costs. Many are saving running cold water to water plants and hoarding buckets from other community water sources to save. Nobody should have to live like this. What gets me is people are wasting water everywhere and not even a slap on the hand! Everywhere I turn water is running and I am shaking inside only to wonder what that would cost me, I feel imprisoned by this! It is unfair that Epcors rates are so high compared. SUN CITY WEST has not had a raise in 6 years and ours have increased 133% wastewater and 58%! Please just do the right thing. Thank you for your time, Todd Gable Pro people con Epcor

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

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Investigator's Comments and Disposition:

8/11

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/11/2014

Opinion No. 2014 - 117603

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117606

Date: 8/11/2014

Complaint Description: 08Q EPCOR
 N/A Not Applicable

First:

Last:

Complaint By: Jonathan

Rehm

Account Name: Jonathan Rehm

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 00000

is:

Utility Company. EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No: SW-01303A-09-0343 & Docket No. W-01303A-09-0343

From: Util-PublicComment
Sent: Saturday, August 09, 2014 7:03 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Jonathan Rehm

Date: 08/09/2014

Address:

Phone:

CityStateZip: Buckeye

Cell:

Docket:

DocketNo: SW-01303A-09-0343

Utility: Water

Position: Other

Email:

Comments:

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/11

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/11/2014

Opinion No. 2014 - 117606

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117636 Date: 8/12/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

Complaint By: First: Steven Last: Lubiarz

Account Name: Steven Lubiarz Home: (000) 000-0000

Street: Work:

City: Buckeye CBR:

State: AZ Zip: 85396 is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

Docket No. SW-01303A-09-0343 & W-01303A-09-0343

From: Util-PublicComment
Sent: Monday, August 11, 2014 10:04 AM
To: Util-PublicComment
Cc: :
Subject: Public Comment

Name: Steven Lubiarz
Date: 11/08/2014
Address:
Phone:
CityStateZip: BUCKEYE, AZ 85396
Cell:
Docket:
DocketNo: SW-01303A-09-0343
Utility: Agua Fria Wastewater District (EPCOR)
Position: Pro
Email:

Comments

:In support of Epcor's recommendation to the ACC to move to a consolidated district with a single rate structure. The rates are not consistent with other area water rates and should be reviewed. Thank you for your time.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/12

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/12/2014

Opinion No. 2014 - 117636

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

rates increase, however, an even cost of water across all households EPCOR provides water to seems to the the most equitable solution.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket.

End of Comments

Date Completed: 8/13/2014

Opinion No. 2014 - 117646

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Noted and filed for the record in Docket.

End of Comments

Date Completed: 8/13/2014

Opinion No. 2014 - 117648

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117657 Date: 8/13/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: James T. Last: Elbracht

Account Name: James T. Elbracht Home: (000) 000-0000

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

City: Buckeye CBR:

State: AZ Zip: 00000 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

*****OPPOSED*****DOCKET NO. SW-01303A-09-0343 & W-01303A-09-0343*****

Name: James T Elbracht
Date: 08/12/2014
Address:
Phone:
CityStateZip: Buckeye, AZ
Cell:
Docket: EPCOR - Agua Fria Wastewater Consolidation/Deconsolidation
DocketNo: SW-01303A-09-0343
Utility: EPCOR
Email:

Comments: I respectfully request the help of the Arizona Corporation Commission to reevaluate the water and sewer rates charged by EPCOR for the Verrado Community in Buckeye, AZ. The current rates are extremely high when compared to any other community that I am aware of in Arizona. For example, my water/sewer bill for July was \$548.60 for only one month. The cost increases presented to the ACC by EPCOR in 2013 and well lower than reality. When I lived in Scottsdale, I had similar landscape conditions, and my water bill at that time was \$140 / month in the summer. It seems excessive that my water bill is now 4 times higher. PLEASE, I ask the Arizona Corporation Commissions to look out for the residents of our community. We have not other options. We can't switch water companies. We rely on the Corporation Commission to look out for us. Thank You.
James T Elbracht
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. SW-01303A-09-0343 & W-01303A--09-0343. closed
End of Comments

Date Completed: 8/13/2014

Opinion No. 2014 - 117657

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117669

Date: 8/13/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Gerard Last: Cappello

Account Name: Gerard Cappello

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No: W-01303A-09-0343 SW-01303A-09-0343 IN FAVOR

From: Util-PublicComment
Sent: Wednesday, August 13, 2014 9:35 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Gerard Cappello
Date: 8/13/14

Address:

Phone:

CityStateZip: Buckeye, AZ 85396

Cell:

Docket: EPCOR WATER COMPANY'S RESPONSE TO COMMISSION DECISION

Docket No: W-01303A-09-0343 SW-01303A-09-0343

Utility: EPCOR Water

Position : Pro

Email:

Comments:

I am in favor of full consolidation as proposed. The waste water rates in the community are outrageous! As a new resident of the Verrado community the costs of waste water are the highest I've ever paid. Having lived around the world when the cost of water exceeds the cost of electricity in the summer in Arizona, that's a problem!

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 8/13/2014

Opinion No. 2014 - 117669
