

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



0000155344

RECEIVED  
JULI JERICH  
Executive Director

ARIZONA CORPORATION COMMISSION AUG 14 P 3:13

August 14, 2014

AZ CORP COMMISSION  
DOCKET CONTROL

To: Docket Control

RE: Chaparral City Water Company – EPCOR

ORIGINAL

Docket No. W-02113A-13-0118

Please docket the attached 18 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 

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117578

Date: 8/11/2014

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

Complaint By: First: Darlene Last: Klamaier

Account Name: Darlene Klamaier

Home: (

Street:

Work:

City: Fountain Hills

CBR:!

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone: .....

Nature of Complaint:

Docket No: W- 02113A-13-0118

From: Util-PublicComment  
Sent: Saturday, August 09, 2014 2:49 PM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: Darlene Klemaier  
Date: 8-8-2014  
Address:  
Phone:  
CityStateZip: Fountain Hills, Az.  
Cell:

Docket:Rate  
Docket No: W02133A-13-0118  
Utility: Chaparral Water Company  
Position: Con  
Email:

Comments:

Sorry, I had sent in a request prev., but had the wrong docket number. This one is correct. We are very concerned re: the increase in our water bill. Although it said was going up a smaller percentage, it actually almost doubled this month. There are no leaks, etc. Then it is said that in a couple of years, it would really double. That would mean \$300 a month for a normal residential house with 2 people in it. I can see a rate increase of 10%. Every business has to make money. But this is truly unacceptable. Please, please rehear the recent rate increase.

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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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 - 117578

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

8/11

Emailed to the Phoenix office for docketing.

FILE CLOSED.

\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117582

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W-02113A-13-0118

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2014 - 117583

Date: 8/11/2014

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

First:

Last:

Complaint By: Carol

Crudo

Account Name: Carol Crudo

Home: (

Street:

Work:

City: Fountain Hills

CBR: (

State: AZ      Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

Docket No. W-02133A-13-0118

From: Util-PublicComment  
Sent: Saturday, August 09, 2014 11:19 AM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: Carol Crudo

Date: 8/9/2014

Address:

Phone:

CityStateZip: Fountain Hills, Az. 85268

Cell:

Docket: EPCOR increase

DocketNo:

Utility: Chaparral Water District

Email:

Comments:

I cannot believe the water rates have gone up so high! They are just looking to have a bigger profit, that's what this raise is all about. All my friends and neighbors are just as upset as I am. We need to fight this, and we will!!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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8/11

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117583

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W-02113A-13-0118

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2014 - 117608

Date: 8/11/2014

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

First:

Last:

Complaint By:      Gary & Raenette      Hamann

Account Name:      Gary & Raenette Hamann

Home:

Street:

Work:

City:      Fountain Hills

CBR:

State:      AZ      Zip: 85268

is:

Utility Company.      Chaparral City Water Company-EPCOR

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

DocketNo:W-02133A-13-0118

From: Util-PublicComment  
Sent: Saturday, August 09, 2014 6:48 AM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: Gary & Raenette Hamann

Date: 8/9/2014

Address:

Phone:

CityStateZip: fountain hills, AZ 85268

Cell:

Docket: Decision #74585

DocketNo: W-02133A-13-0118

Utility: Chaparral City Water CO.

Email:

Comments:This case needs to be reheard. It is not fair to include the SIB clause that allows future rate increases without public comment or hearings. Plus the minimum rate of \$20.40 per month for a 3/4 tap is an excessive rate. Then letting them charge the rate even if the service has been turned off. Residents should not have to pay a monthly charge when the service is turned off. If you are not using water, you should not have to pay anything and being charged for every month the water was off in order to re-establish service is plain wrong. You are granting the water company a license to make people pay for receiving no services. How can you justify this? No water service per month should equal NO PAYMENT OWED. A fair rate increase yes, an SIB clause NO.

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

8/11  
Emailed to the Phoenix office for docketing.  
FILE CLOSED.  
\*End of Comments\*

Date Completed: 8/11/2014

Opinion No. 2014 - 117608

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W-02113A-13-0118

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2014 - 117612

Date: 8/11/2014

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

First:

Last:

Complaint By:      Marilyn

Greco

Account Name:      Marilyn Greco

Home: (000) 000-0000

Street:

Work:

City:      Fountain Hills

CBR:

State:      AZ      Zip: 85268

is:

Utility Company:      Chaparral City Water Company-EPCOR

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No.: W-02133A-13-0118

From: Util-PublicComment  
Sent: Saturday, August 09, 2014 5:02 AM  
To: Util-PublicComment  
Subject: Public Comment

Name: Marilyn Greco  
Date: 9-9-2014  
Address:  
Phone:  
CityStateZip: Fountain Hills AZ 85268

Cell:  
Docket: SIB System Improvement Benefit  
DocketNo: W-02133A-13-0118  
Utility: Chaparral City Water Company  
Position: Con  
Email:

Comments:

We are very concerned about the rate structure with Chaparral Water Co. We are hoping that this case can be reheard to be certain that the interests of citizens of Fountain Hills are accounted for and that the costs of water over the next five years are given serious consideration. Thank you for listening to the citizens of Fountain Hills in this regard.

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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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 - 117612

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

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Name: Mary Messick  
Date: 9/9/2014  
Address: .  
Phone:  
CityStateZip: Fountain Hills AZ 85268  
Cell:  
Docket: System Improvement Benefit  
DocketNo: W-02133A-13-0118  
Utility: Chaparral City Water Co  
Position: Con  
Email:

**Comments:**

We are very concerned about the rate structure with Chaparral Water Co. This case should be reheard to be certain that the interests of citizens of Fountain Hills are accounted for and that the costs of water over the next five years are given serious consideration. Thank you for listening to the citizens of Fountain Hills in this regard.

Comment  
\*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 - 117613**

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W-02113A-13-0118

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Richard Martinez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2014 - 117630

**Date:** 8/12/2014

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

**Complaint By:** **First:** Robin **Last:** Diperna

**Account Name:** Robin Diperna

**Home:**

**Street:**

**Work:**

**City:** Fountain Hills

**CBR:**

**State:** AZ **Zip:** 85268

**is:** E-Mail

**Utility Company:** Chaparral City Water Company-EPCOR

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

Docket No. W-02133A-13-0118

**From:** Util-PublicComment  
**Sent:** Friday, August 08, 2014 5:27 PM  
**To:** Util-PublicComment  
**Cc:**  
**Subject:** Public Comment

**Name:** Robin Diperna

**Date:** 08/8/2014

**Address:**

**Phone:** re implementation of a SIB (System Improvement Benefit) program that could nearly double customer rates over a five-year period without the public rate hearing process.

**CityStateZip:** Fountain Hills, AZ 85268

**Cell:**

**Docket:**

**DocketNo:** W-02133A-13-0118

**Utility:** Chaparral City Water Company

**Email:**

**Comments:**

I would like to protest Chaparral City Water's plan of a SIB (System Improvement Benefit) program that could nearly double customer water rates over a five-year period without the public rate hearing process in the town of Fountain Hills. I am asking that the recent rate case for Chaparral City Water Company be reheard. The public rate hearing process is integral to the democratic procedure of the country. Please reconsider your decision regarding this unreasonable rate structure that the taxpayers of Fountain Hills can ill afford at this time. Thank you for your kind attention. Robin Diperna

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

8/12  
Emailed to the Phoenix ACC office for docketing.  
FILE CLOSED  
\*End of Comments\*

Date Completed: 8/12/2014

Opinion No. 2014 - 117630

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W-02113A-13-0118

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Richard Martinez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2014 - 117631

**Date:** 8/12/2014

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

**First:**

**Last:**

**Complaint By:** Craig

Onushak

**Account Name:** Craig Onushak

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

**Street:**

**Work:**

**City:** Fountain Hills

**CBR:**

**State:** AZ Zip: 00000

**is:**

**Utility Company:** Chaparral City Water Company-EPCOR

**Division:** Water

**Contact Name:**

**Contact Phone:** (623) 815-3109

**Nature of Complaint:**

Docket No. W-02133A-13-0118

**From:** Util-PublicComment  
**Sent:** Friday, August 08, 2014 5:14 PM  
**To:** Util-PublicComment  
**Cc:**  
**Subject:** Public Comment

**Name:** Craig Onuschak  
**Date :** 8-8-14  
**Address:**  
**Phone :**  
**CityStateZip:** Fountain Hills  
**Cell:**  
**Docket:**  
**DocketNo:** W-02133A-13-0118  
**Utility:** Chaparral City Water Company  
**Position:** Other  
**Email:**

Comments:As a Fountain Hills resident I ask that the recent rate case for Chaparral City Water Company be reheard. The approved rates are way out of line and the biggest concern is the implementation of a SIB (System Improvement Benefit) program that could nearly double our rates over a five-year period without the public rate hearing process. Please rehear this rate increase and not allow the SIB.

\*End of Complaint\*

**Utilities' Response:**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

8/12

Emailed to the Phoenix office for docketing.

FILE CLOSED.

\*End of Comments\*

Date Completed: 8/12/2014

Opinion No. 2014 - 117631

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W-02113A-13-0118

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2014 - 117640

Date: 8/13/2014

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

First:

Last:

Complaint By:      James

McDonald

Account Name:      James McDonald

Home:

Street:

Work:

City:      Fountain Hills

CBR:

State:      AZ      Zip: 85268

is: E-Mail

Utility Company.      Chaparral City Water Company-EPCOR

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket. W-02133A-13-0118

From:      Util-PublicComment  
Sent:      Monday, August 11, 2014 11:37 AM  
To:      Util-PublicComment  
Cc:  
Subject:      Public Comment

Name:      James McDonald  
Date:      08/11/2014  
Address:  
Phone:  
CityStateZip:      Fountain Hills, AZ 85268  
Cell:

DocketNo:  
Utility:      Chaparral City Water Company  
Position:      Con  
Email:

Comments:

I request that you re-review the recent rate increase that Chaparral City Water is implementing. The rate structure and System Improvement Benefit can lead to massive increase in our water bills and should not be allowed. This appears to be favoring the water company and it's investors. Why did you not pay more attention to your own administrative law judge and staff recommendations?

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

8/13

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

\*End of Comments\*

Date Completed: 8/13/2014

Opinion No. 2014 - 117640

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W-02113A-13-0118

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ( )

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117649

Date: 8/13/2014

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

First:

Last:

Complaint By: Danny

Tancredi

Account Name: Danny Tancredi

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 00000

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE \*\*\*\*\*DOCKET NO. W-02113A-13-0118\*\*\*\*\*

Consumer is against the rate increase and states that they are to high.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed  
\*End of Comments\*

Date Completed: 8/13/2014

Opinion No. 2014 - 117649

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ( )

Fax: ( )

Priority: Respond Within Five Days

Opinion No. 2014 - 117650

Date: 8/13/2014

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

Complaint By: First: James Last: Green

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

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

City: Fountain Hills CBR:

State: AZ Zip: 00000 is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE \*\*\*\*\*DOCKET NO. W-02113A-13-0118\*\*\*\*\*

Consumer is 81 years old and on a fixed income. He opposed the rate increase and states that they are too high and can't afford to be paying these high bills.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

\*End of Comments\*

Date Completed: 8/13/2014

Opinion No. 2014 - 117650

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid      Phone:      Fax:      )

Priority: Respond Within Five Days

Opinion No. 2014 - 117653      Date: 8/13/2014

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

Complaint By:      First: Maria      Last: Poulos

Account Name: Maria Poulos      Home:  
Street: n/a      Work: (000) 000-0000

City: Fountain Hills      CBR:

State: AZ      Zip: 00000      is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:      Contact Phone: (

Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE \*\*\*\*\*DOCKET NO. W-02113A-13-0118

Consumer has been a resident of Fountain Hills for over 22 years. She has been noticing that her water bill has been slowly increasing every month. She is totally opposed to the rate increase.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed  
\*End of Comments\*

Date Completed: 8/13/2014

Opinion No. 2014 - 117653

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax: . . . . .

Priority: Respond Within Five Days

Opinion No. 2014 - 117661

Date: 8/13/2014

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

Complaint By: First: Michael Last: Isenberg

Account Name: Michael Isenberg Home: (000) 000-0000

Street: Work:

City: Fountain Hills CBR:

State: AZ Zip: 85268 is: E-Mail

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

Docket No. W-02133A-13-0118

From: Util-PublicComment  
Sent: Wednesday, August 13, 2014 9:19 AM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: Michael Isenberg  
Date: 8/13/2014

Address:  
Phone:  
CityStateZip: Fountain Hills

Cell:  
Docket: EPCOR  
Docket No: W-02133A-13-0118  
Utility: Chapparal City Water Water  
Email:

Comments: I just received my water bill and was shocked to see a huge increase in the charges. After reading newspaper accounts of how this increase was put into place, I am outraged. The ACC ignored a judge's recommendataion and it's own staff and granted this huge increase without seeking information about it's effect on ratepayers. All of this was done without giving any explanation to the ratepayers. I strongly support the appeal process undertaken by RUCO and believe this rate increase should be suspended until the appropriate public input has occurred, and a public explanation has been provided by the ACC. Accepting anything less is not how government should operate. Irate ratepayer Michael D. Isenberg

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

Noted and filed for the record in Docket  
\*End of Comments\*

Date Completed: 8/13/2014

Opinion No. 2014 - 117661

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W-02113A-13-0118

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117663

Date: 8/13/2014

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

First:

Last:

Complaint By: Robert

Merisse

Account Name: Robert Merisse

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 00000

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

\*\*\*OPPOSED TO RATE INCREASE\*\*\*\*\*DOCKET NO. W-02113A-13-0118\*\*\*\*\*

Consumer object to the increase that was given to EPCOR. He feels that a re-hearing should be reconsidered.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinin noted and filed in Docket No. W-02113A-13-0118. closed  
\*End of Comments\*

Date Completed: 8/13/2014

Opinion No. 2014 - 117663

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117665

Date: 8/13/2014

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

First:

Last:

Complaint By: Kathryn

Walters

Account Name: Kathryn Walters

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 00000

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPPOSED TO RATE INCREASE\*\*\*\*\*DOCKET NO. W-02113A-13-0118

Consumer has lived in this residence for over 20 years. She states that this price increase is more than is necessary. No more increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

\*End of Comments\*

Date Completed: 8/13/2014

Opinion No. 2014 - 117665

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2014 - 117668

Date: 8/13/2014

Complaint Description:      08E Rate Cases Items - In Favor  
N/A Not Applicable

Complaint By:      First: Dale P.      Last: Carriere

Account Name: Dale P. Carriere      Home: (000) 000-0000

Street:      Work:

City: Fountain Hills      CBR:

State: AZ      Zip: 85268      is: E-Mail

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:      Contact Phone:

Nature of Complaint:

DocketNo:W-02133A-13-0118 OPPOSE RATE INCREASE

From: Util-PublicComment  
Sent: Wednesday, August 13, 2014 3:39 PM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name: Dale P Carriere  
Date: 8/13/2014  
Address:  
Phone:  
CityStateZip: Fountain Hills, AZ 85268  
Cell:  
Docket:  
Docket No: W-02133A-13-0118  
Utility: EPCOR  
Position: Con  
Email:

Comments:

Commission Members You have been ignoring all input on your new water rates except those from the water utility itself. Your mission is supposed be to protect the consumer - not the utilities, to be a voice of reason against totally unreasonable and unjustified rates. RUCO, the ACC administative law judge, ACC staff, the FH Town Council and the citizens of FH are all opposed to the increase EPCOR has requested. I fully support a rehearing or any court action needed to correct this outrageous water rate increase. Come election time, I will never vote for any member who continues to support this outrageous action of giving a utility (water, solar, electric) whatever it wants against all reasonable advice.

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control  
\*End of Comments\*

Date Completed: 8/13/2014

Opinion No. 2014 - 117668

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2014 - 117674

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion noted and filed in Docket No. W-02113A-13-0118. closed  
\*End of Comments\*

Date Completed: 8/14/2014

Opinion No. 2014 - 117679

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