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COMMISSIONERS
BOB STUMP - Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



ARIZONA CORPORATION COMMISSION 2014 AUG 14 P 3 26

RECEIVED JOD WERICH
Executive Director

AZ CORP COMMISSION
DOCKET CONTROL

August 14, 2014

To: Docket Control

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

ORIGINAL

Docket No. W-01303A-10-0448

Please docket the attached 9 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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion No.** 2014 - 117502**Date:** 8/7/2014**Complaint Description:** 08Q EPCOR
N/A Not Applicable**First:****Last:****Complaint By:** Craig & Alisa

Wattie

Account Name: Craig & Alisa Wattie**Home:** (000) 000-0000**Street:****Work:****City:** Litchfield Park**CBR:****State:** AZ **Zip:** 85340**is:****Utility Company:** EPCOR Water *AAWC**Division:** Water**Contact Name:****Contact Phone:****Nature of Complaint:**

Re: Docket No. W-01303A-10-0448

We are Russell Ranch residents and I attended the meeting this month about trying to find a resolution to the water rate increase. So, I wanted to voice my concerns about what I heard at this meeting. What I left with based on my final thoughts was a very negative and disappointed feeling. So, I would like all of you to hear my thoughts on this very important issue.

Mr. Pierce's comments were that he would like to see Anthem remain deconsolidated because that is what he agreed to and the Corporate Commissions voted to approve. He said he felt it was the "air" way to handle this situation. What I would like to ask you, the Corporate Commission, is do you think it WAS "FAIR" that our rates will go up almost 150% (based on the meeting . Previous documentation I was sent said it was an increase of about 180%) between the water and wastewater increases in total? Did you take a look at that before you agreed to deconsolidate Anthem? I cannot imagine that anyone in charge of keeping things "FAIR" (The Corporate Commission) would look at that kind of increase during a time of recession and depression & would allow that to happen to another human being.

Let me share with you information on my water bill. When I lived in Peoria (before I move here 10 years ago) I was told we paid high rates for the valley, our average was \$80.00 per mo.in the summer and we had three times as much grass as we do now. We are not paying \$240-\$340 per mo. For water depending on winter or summer. (this is a car pmt.) When we moved here we averaged \$125/mo. w/American Water. We are 2 people who have a very small patch of grass in the back, a regular sized pool, & desert friendly landscape. Let share a story from a neighbor with a water leak inside the house under the concrete, they had a \$600 bill. Take a look at the stories on the Epcor facebook page, people are not happy about the out of control rates!

Please review these costs and come up with something that the residents see as "FAIR". If it were you were paying these water rates.. Would you think it was "FAIR"?

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Craig & Alisa Wattie - Russell Ranch Homeowner

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/07/14

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/7/2014

Opinion No. 2014 - 117502

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117581

Date: 8/11/2014

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

Complaint By: First: Joey Last: Unknown

Account Name: Joey Unknown 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-10-0448

From: Util-PublicComment
Sent: Saturday, August 09, 2014 1:07 PM
To: Util-PublicComment
Subject: Public Comment

Name: Joey
Date: 8/9/14
Address:
Phone:
CityStateZip: sun city, AZ, 85373
Cell:
Docket:
DocketNo: W-01303A-10-0448
Utility: EPCOR
Email:

Comments:
Out 133% wastewater and 58% water rate is ridiculous!!!!!!! SUN CITY WEST has not had a raise in 6 years!!!
MAKE OUR RATES FAIR!!!!
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/11

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/11/2014

Opinion No. 2014 - 117581

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117585

Date: 8/11/2014

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

Complaint By: First: Antonio Last: Benavidez

Account Name: Antonio Benavidez

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-01303A-10-0448

From: Util-PublicComment
Sent: Saturday, August 09, 2014 10:08 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Antonio Benavidez
Date: 8/9/14
Address:
Phone:
CityStateZip: Sun City AZ 85373
Cell:
Docket: Epcor Complaint
DocketNo: W-01303A-10-0448
Utility: Epcor
Position: Other
Email:
Comments:

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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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.

End of Complaint

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 - 117585

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard MartinezPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 117592Date: 8/11/2014Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableComplaint By: First: Last:
Christina BoccioAccount Name: Christina BoccioHome:Street:Work:City: Sun CityCBR:State: AZ Zip: 85373is: E-MailUtility Company. EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

Docket No. W-01303A-10-0448

From: Util-PublicComment
Sent: Saturday, August 09, 2014 10:07 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Cristina Boccio
Date: 08/09/14
Address:
Phone:
CityStateZip: Sun City AZ 85373
Cell:
Docket: Epcor Complaint
DocketNo: W-01303A-10-0448
Utility: Epcor
Position: Other
Email:
Comments:

My name is Cristina. Docket 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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

08/11

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/11/2014

Opinion No. 2014 - 117592

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117609

Date: 8/11/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Jena Last: Gable

Account Name: Jena Gable

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No:W-01303A-10-0448

From: Util-PublicComment
Sent: Saturday, August 09, 2014 6:44 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Jena Gable
Date: 08-09-2014
Address:
Phone:
CityStateZip: Sun City, 85373
Cell:
Docket: W-01303A-10-0448
DocketNo: W-01303A-10-0448
Utility: Epcor Water
Position: Other
Email:

Comments:

Please help us with our water crisis it is just not fair! Our 133% waste water and 58% water rate increases has impacted my family and our community so much so that people are living with buckets of water from another source to save money. Saving the running cold water to water my garden, while waiting for it to heat up is very familiar in many homes including mine. I am a conscientious water consumer to begin with and with added water saving extremes my bill is still average \$192.00 a month. Please I have children and the extra money spent on water is effecting our budget something terrible. People are moving out of Dos Rios and Crossriver and it is a shame because this community is strong and loving and in need of relief.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

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 - 117609

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117644

Date: 8/13/2014

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

Complaint By: First: William Last: Nantau

Account Name: William Nantau Home: (000) 000-0000

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:

From: Util-PublicComment
Sent: Monday, August 11, 2014 4:41 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: william Nantau
Date: 8/12/2014
Address:
Phone:
CityState Zip: Sun City, Arizona 85373
Cell:
Docket: Water Sewer Rate increases
Docket No: W-01303A-10-0448
Utility: EPCOR Water LLC
Email:

Comments:

Dear AZCC Commissioners, I own properties all over Phoenix and the West Valley but this property located at 11952 W. Monte Lindo Lane in Sun City has by far the most expensive water and sewer rates. I continually get complaints from the tenants about the high cost of EPCOR water and sewer services. The tenants have stated they will be looking for a more affordable living arrangement when the current lease expires in early 2015. Normally I only inform new tenants they are responsible for payment of water and sewer services, but because EPCOR has implemented such high rates I feel I need to now forewarn new tenants to the heavy impact water costs will have on their overall rent budget. Needless to say I will lose good prospective tenants which will force me to now consider less desirable ones. Should EPCOR continue to enjoy these exceptionally high rates of return I will be forced to sell this property as lowering rents to accommodate higher water costs is just not an option for this property. And finally real estate

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

agents have all stated these excessively high water and sewer rates are starting to affect home valuations and buyer affordability and interest. I ask that you please take a second look at the EPCOR statements of expenses and overhead costs as their justification for such high increases. They have a responsibility as all businesses to reduce cost and inefficiencies to support the community with reasonable water rates. Thank you for your time and consideration.

Sincerely,
William Nantau Property Owner
End of Complaint

Utilities' Response:

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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 - 117644

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117645

Date: 8/13/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: Terry & Evone Morrison

Account Name: Terry & Evone Morrison

Home:

Street:

Work:

City: Youngtown

CBR:

State: AZ Zip: 85363

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No:W-01303A-10-0448

From: Util-PublicComment
Sent: Wednesday, August 13, 2014 8:47 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: TERRY AND EVONE MORRISON

Date: AUG 13, 2014

Address:

Phone:

CityStateZip :SUN CITY, AZ 853763

Cell:

Docket: AGUA FRIA WATER & WASTE RATES

DocketNo: W-01303A-10-0448

Utility: EPCORE - AGUA FRIA DISTRICT

Position: Other

Email:

Comments:

MY HUSBAND AND I LIVE IN THE AGUA FRIA WATER DISTRICT. EPCORE IS OUR PROVIDER. THE WATER AND WASTE RATES ARE KILLING US. WE ARE RETIRED FROM ILLINOIS. THERE ARE BILLS WERE BETWEEN 17.00 & 35.00 A MONTH. WE ARE CONSERVATIVE WITH OUR WATER USE AND OUR BILLS ARE AROUND 160.00 A MONTH + /- THAT IS A FAR CRY FROM WHAT THE PEOPLE PAY IN THE FOLLOWING DISTRICTS:ANTHEM, MOHAVE, SUN CITY AND SUN CITY WEST. THIS IS NOT FAIR TO THE REST OF US. CONSOLIDATING THE DISTRICTS OR A REASONABLE FLAT RATE SEEMS TO BE A BETTER IDEA. PLEASE HELP US!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! THANKS FOR YOUR CONSIDERATION TERRY AND EVONE MORRISON

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 - 117645

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117652

Date: 8/13/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Patricia Last: Oneill

Account Name: Patricia Oneill

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

DocketNo:W-0303A-10-0448

From: Util-PublicComment
Sent: Wednesday, August 13, 2014 10:13 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Patricia oneill
Date: 08/13/2014
Address:
Phone:
CityStateZip: Sun city, az 85373
Cell:
Docket: Epcore water project

DocketNo: W-0303A-10-0448

Utility: Epcore water
Position: Pro
Email:

Comments: I am a young homeowner that was so excited to buy a home in the wonderful dos rios community that was until I realized the financial burden keeping the water turned on would become. We used to live in the city of Phoenix where our water and trash bill combined would be on average \$100 for my family of four. After the first full month of using epcore water our bill was approximately \$150 a little higher than normal but to be expected as it is not using the city servecies. Now two years later with the same amount of people in the home and nothing changing my bill is on average \$220 a month just for water!!!! This is higher then my electric bill in

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

the summer with 110 degree weather. I have questioned the accuracy of my bill and efficiency of epcore water as the bills seem to fluctuate so much with nothing changing at home. Please help my family and other families hold epcore accountable for misconduct.

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 - 117652

W-01303A-10-0448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117678

Date: 8/14/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: Barbara

Giovannetti

Account Name: Barbara Giovannetti

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

Docket No: W-01303A-10-0448

From: Util-PublicComment
Sent: Wednesday, August 13, 2014 1:29 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Barbara Giovannetti
Date: 8/13/2014
Address:
Phone:
CityStateZip: Sun City, AZ 85373
Cell:

Docket: Water - Rates
Docket No: W-01303A-10-0448
Utility: Epcor Water Arizona Inc.
Email:

Comments: I am a senior citizen living on a fixed income and cannot afford the high cost of water/waste water at Cross River. We moved to Cross River on May 1, 2014. We were unaware of the high cost of water/waste water prior to moving in. This has caused a financial strain on us. There are just two of us in the household and if these rates continue to rise we will be forced to sell our house and move elsewhere. I have lived in many cities/states and never had to pay such exorbitant rates. This is absurd to think that in an area where so many people are retired and living on a fixed income that our government would let this happen.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed in Docket.

End of Comments

Date Completed: 8/14/2014

Opinion No. 2014 - 117678
