



0000155403

W-01303A-10-0448

Jessica D. Perry

From: robert sailer <sailerrd@outlook.com>
Sent: Tuesday, August 19, 2014 9:21 AM
To: RBurns-Web
Subject: ACC Waste Water Issue SW-01303A-09-0343

Please support the full consolidation of the five waste consolidation districts to spread the cost equally. It is unfair for Verrado residents to pay such outrageous cost because of the partial de-consolidation of Agua Fria that occurred in 2012. Residents cannot afford to pay these rates and it is damaging to the welfare of our community.

Thank you

Warm Welcome Smiles

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

ORIGINAL

Arizona Corporation Commission

DOCKETED

AUG 19 2014

DOCKETED BY 

RECEIVED
2014 AUG 19 A 11:30
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Jessica D. Perry

From: Adriana Lopez <adrianaelop@aol.com>
Sent: Monday, August 11, 2014 5:39 PM
To: RBurns-Web
Subject: Water

I am writing to express my thoughts and concerns with our current water bill. This is my second home and I pay way more for my house in sun city than I do for my primary house where I consume way more water. There is clearly something wrong with this picture and I would hope you guys are doing something to fix this.

Sent from my iPad

Jessica D. Perry

From: swaldor@cox.net
Sent: Monday, August 11, 2014 3:19 PM
To: RBurns-Web
Subject: Re: Epcor Water Rates / CrossRiver Reserve

Importance: High
Sensitivity: Confidential

To Whom It May Concern;

This letter is a complaint regarding the extreme water/sewage rates for CrossRiver.

My husband and I purchased this house as our Retirement Home. When we purchased this home nearly 5 years ago, the water bill was approximately \$70.00 a month. We thought we could afford to live here. Because of the extreme water bill, we are now going to have to sell our home and move. With the large water bill, increased taxes, rising food prices, we need to look to a different area. We simply can't afford it. I retired early due to illness and I would NEVER have purchased this home had I known that EPCOR would take over the water company and raise our rates.

Many of them live elsewhere 6 months out of the year, so what do they care.

If you do not do something about these rates, you are going to be left with a neighborhood of people who don't pay their bills, house payments or any other debt. Right now this is still a fairly nice area.

We fully intend to find out what politician is behind this and make sure we bring this person (s) to light before the election. Something needs to be done and done quickly before you bankrupt a neighborhood of hard working people who bring revenue and tax dollars into this area.

Sincerely,

Dan and Sandra Waldor

CrossRiver Residents

Jessica D. Perry

From: Charlie Vineyard <cvineyard@ymail.com>
Sent: Sunday, August 10, 2014 6:38 PM
To: RBurns-Web
Subject: EPCOR

Mr. Burns,

Thank you for your support to try and keep our water costs down. The increase of 34.8% asked for by EPCOR is absurd and most likely a ploy to get half of what they asked for. Looks like they got 17.81%! No truly competitive company would raise rates by that amount and expect to stay in business. We as customers would just shop elsewhere. Well in this case we cannot. You are our only safeguard against this abuse. Please ask the other commissioners to review their decision on the rate increase. Ask EPCOR for more detailed information to support their decision if necessary. More troubling is the system improvement surcharge, that was granted. This is normally a cost of doing business and not outside of normal costs. They are effectively raising costs again with little oversight. If every service provider we use was allowed these types of rate increases, how would anyone pay for these? Again, thank you for your support and any help you can offer on convincing the other commissioners to give it another look would be the right thing to do.

Thank You,
Charlie Vineyard
Fountain Hills

Jessica D. Perry

From: cmnycgal@aol.com
Sent: Saturday, August 09, 2014 10:05 AM
To: RBurns-Web
Subject: High Price of Water Bill in Sun City, AZ 85373

To whom it may concern:

RE: DOCKET # W--13-3A-10-0448

I am writing to you because I am deeply concerned about my daughter, Cristina Boccio, who resides in Sun City, AZ and has been stressing on this issue for many months now.

She and her finance bought this home about 2 years ago when the home and utilites were affordable, but with the increasing Water bill, they are thinking they will have to sell this home because they both cannot keep up with this bill constantly going way past their budget.

This bill has raised a lot of concern in the neighborhood, but I am just worried about her.

It is taking on a toll in her personal life where she has been stressing every month on how they are going to make ends meet and its always about this bill. She has gotten to the point that she needs a therapist to cope with this issue. These are adults in their 20s trying to get married and start a family, and its really sad to think that a WATER bill can stop this all.

I know this is about business, but these are honest, hard working people that are just trying to have a normal life with a home and eventually a family, and its not gonna happen if they remain here and keep seeing this Water bill increase.

I don't understand how a WATER bill for 2 adults can cost this much. Almost as much as the electricity. There should be a limit to how much you can increase this bill in a year time period. It has doubled in the 2 years she has been there.

Please find a way to resolve this issue, so they can remain in this house and enjoy the neighborhood like they used to. Maybe you can give them some consideration in this matter. They are really trying to cope with this, and I don't know what else to do for them, and they are so unhappy, and its a shame.

Her information if you need to look at the situation is Cristina Boccio and the address is 11939 W. Dos Rios Dr. Sun City, AZ 85373 and she can be contacted at 602-908-8899 or cristinabenavidez@aol.com.

My name is Connie Marino and I am her mom and I live in Peoria and I have City of Peoria, and the difference in our bills is outrageous.

Again, thank you for your time and hopefully some help for these 2 working people.

Connie Marino
602-463-9110.

Jessica D. Perry

From: Opal Steider <opalscw@gmail.com>
Sent: Thursday, July 31, 2014 11:38 PM
To: RBurns-Web
Subject: water waste

with the price of food, utility taxes continuing to escalate there is no way we seniors can afford to live heree a concerned citizen

Jessica D. Perry

From: Johnson, Dustin R <dustin_johnson@uhc.com>
Sent: Tuesday, August 05, 2014 1:02 PM
To: RBurns-Web
Subject: Verrado EPCOR Rates

Mr. Burns,

It has been brought to my attention that you are a person we can reach out to regarding the outrageous rates we are paying for waste water in Verrado. I have been in Verrado for a year and half. My wife and I live in a modest 2000 square foot home. I have a three quarter inch meter and we are consistently paying 200.00 dollars a month. In the month of July, we were gone for three weeks and our usage stayed the same. I even had fake turf put in our backyard. Epcor has no answers as to why our rates stayed the same. We call EPCOR at least once a month and seldom is there an explanation for why the bill is so high. At this point, we will be forced to move from our home. The added expense without a proper solution to measured waste can no longer be endured by our household. I truly hope you get involved and save our community, we have exhausted all other avenues.

Sincerely,

Dustin R. Johnson

Dustin R. Johnson
Network Operations
United Healthcare
1 E. Washington Suite 1700
Phoenix, AZ. 85004
Dustin_Johnson@uhc.com
Fax: 877.382.9397

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Jessica D. Perry

From: holmsite@cox.net
Sent: Monday, August 18, 2014 12:04 PM
To: RBurns-Web
Subject: Uniform Wastewater Rate

Honorable Corporation Commissioners:

We are opposed to the proposal of EPCOR to consolidate their wastewater service districts. It is obvious that Sun City and Sun City West would be most affected by this proposal.

By adding all of the affected districts rates and dividing by 5, Sun City West could possibly see a rate increase of 76% and Sun City a rate increase of 204 %.

Ms. Stenholm said there would be some changes, but she couldn't tell today what those changes would be. I have a feeling she knows pretty well what the changes would mean to the Sun Cities.

Since we moved to Sun City West our water and sewer costs have increased by 155% or 9.11% per year, which is way more than the cost of living.

We hope you will not approve the consolidation proposal.

Thank you,

Russ and Betty Holm

Jessica D. Perry

From: jrussell48@cox.net
Sent: Friday, August 15, 2014 8:09 PM
To: RBurns-Web
Subject: Help with Epcor - Water Bills out of Control

Good Evening,

My name is Julie Russell and I live in the Crossriver Subdivision. I am single and I do not have a pool or any grass. I removed 68 plants shortly after I moved in due to my bills being so high. They have continued to climb in the last 3 years. I am now paying 167.00 a month. Again, I live by myself. My laundry and dishwasher do not run everyday or every other day. I probably run my dishwasher once a week and approximately 3 loads of wash a week. I am approaching retirement age and had planned on being able to stay in my home in retirement. At the rate my bills keep climbing I will have to sell my home before I even retire. My water bill is higher than my electric bill most months.

I don't understand how Epcor can even think the rates they are charging a select few communities they service is fair. How they could continue to raise these selected few communities rates and not the others makes no sense. Some of these communities haven't had a rate increase in 6 years – but it is okay to keep raising our rates.

I called because I thought I must have a leak. My daughter and son-in-law and 2 grandkids with a pool live here in the same community and my bill is higher than theirs. When I called and told them I thought I must have a leak and explained why they looked up my account and said I have new equipment that would not be the case. They said it is the way they round the bill and further more told me it wasn't their responsibility to come out and check.

I have been able to juggle my bills so I don't have any late charges or shut off notices. Other bills have had to wait – I have to have water.

Please help us. Epcor is out of control.

Docket Numbers:

W-01303A-10-0448
WS-01303A-09-0343
W-01303A-09-0343

Sincerely,

Julie Russell
jrussell48@cox.net

Jessica D. Perry

From: Doreen Lynch <wireeni@aol.com>
Sent: Saturday, August 16, 2014 8:10 AM
To: RBurns-Web
Subject: Epcor water bills

Categories: Printed

Dear Sir,

I'm not sure what is needed to exactly explain the problem. My water bill is near 175.00 every month. I have no outside water usage. No pool no plants no grass. I have a small family of 4 total. Almost 200.00 a month is outrageous to pay each month. I am a disabled police officer on a fixed income. My husband and I are currently considering selling the house and moving to a more affordable location. This money spent every month is hurting my family. Do we need to move? Is there any hope of this becoming a more reasonable cost?

Thank you,

Doreen Lynch

Crossfield resident.

11954 We Villa Hermosa Lane

Sun City, AZ 85373

Sent from my T-Mobile 4G LTE Device

Jessica D. Perry

From: David Previni <dprevini@aol.com>
Sent: Saturday, August 16, 2014 9:47 AM
To: RBurns-Web
Subject: EPCOR Consolidation

Mr. Burns,

I am a resident of Sun City West and am very concerned about the upcoming proposal to consolidate EPCOR's water districts.

As a senior citizen on a fixed income, we researched retirement communities and determined that Sun City West best fit our retirement budget. We chose our home based on the cost of housing and the cost of utilities. At that time, we were unaware of any future plans to consolidate the water districts and the impact it would impose on our budget.

The consolidation of all water districts would serve to penalize senior citizens, many on limited fixed incomes, to subsidize other more affluent areas and is grossly unfair. Increased sewer costs would have a detrimental effect on many of the Sun City and Sun City West residents and the impact of added costs would cause an unnecessary hardship. We urge you to deny any request to consolidate the water districts. Please remember that consolidation negatively impacts those who can least afford it.

As an elected public official, what is your position on this issue?

David Previni
Sun City West
DPrevini@aol.com

Jessica D. Perry

From: Seymour M Gershberg <dvk152@comcast.net>
Sent: Saturday, August 16, 2014 11:04 AM
To: RBurns-Web
Subject: WATER CONSOLIDATION AND RATE INCREASE

Categories: Printed

I AM A NEW RESIDENT OF SUN CITY WEST AND AM MOST UPSET ABOUT THE PROPOSED CHANGE IN THE WATER DISTRICTING AND A RATE INCREASE AS A RESULT OF THIS CHANG. WHEN I BOUT MY HOME OUT HERE IN THE DESERT IT WAS BECAUSE OF THE LOW COST OF WATER USAGE AND THE RELATIVE LOWER COST OF LIVING. AS A RETIRED PERSON LIVING ON A FIXED INCOME EVERY ADDITION INCREASE IN THE COST OF UTILITIES HAS A PROFOUND EFFECT ON MY ABILITY TO LIVE A MODEST RETIRED LIFE. A RATE INCREASE AS A RESULT OF SOME CONSOLIDATION PLANS IS NOT IN MY BEST INTEREST OR THE INTERESTS OF THIS COMMUNITY.

CORDIALLY,
S.M. GERSHEBRG
13651 WEST RAVENSWOOD DR.
SUN CITY WEST, AZ 85375

Jessica D. Perry

From: Michele Quinn <tquinn4@yahoo.com>
Sent: Saturday, August 16, 2014 12:46 PM
To: RBurns-Web
Subject: EPCOR waste water consolidation

We are sun city west residents who are vehemently opposed to the consolidation of water districts. We are struggling with living expenses and the abrupt rise in any utility cost such as this is a big drain on our resources. Let Epcor assist the struggling communities with a solution which won't have such a negative impact on their neighbors!

Michele and Tom Quinn
13544 W White Rock Drive
Sun City West, AZ 85375

Jessica D. Perry

From: Michael Gregg <mr_gregg@cox.net>
Sent: Saturday, August 16, 2014 5:24 PM
To: RBurns-Web
Subject: EPCORE rates

Mr. Burns,

I am an Epcore customer and support of full consolidation of all the Epcore water districts. From what I have read much of the available information and I think that is the best approach for everyone. I know there has been an article on how this will cause one district's rate to go up 89% but let's put that in perspective. That is less than a \$20 a month increase. Right now if I were to use NO water (0 gallons) I would still have a water bill of \$114.00. This is not fair to anyone. I also have APS and I had APS at my other residences. Changing residences did not change my electricity rate so why does it for water if I do not leave the Epcore water area? In my opinion there should be one consolidated district and just like APS if Epcore needs to add capacity then they come to the corporation commission and give the details and it is up to the commission to determine if it the right thing to do. Epcore overhead would decrease and in the long run everyone would benefit.

Thank you;
Michael Gregg
12033 W Country Club Ct
Sun City, AZ 85373
Mr_gregg@cox.net

Jessica D. Perry

From: Mary Walton <walton.mary@gmail.com>
Sent: Saturday, August 16, 2014 9:35 PM
To: RBurns-Web
Subject: Fountain Hills water rate increase

Categories: Printed

Commissioner Burns,

We are disappointment with the Commission ruling for a water rate hike in Fountain Hills: docket # W-02133A-13-0118.

While appropriate, reasonable increases may be expected, the increase percentage you approved is unfair and contrary to the both the ACC and administrative law judge recommendations.

Please reconsider the amount of the hike.

James and Mary Walton

11215 N. Pinto Dr.

Fountain Hills, AZ

Jessica D. Perry

From: robert sailer <sailerrd@outlook.com>
Sent: Sunday, August 17, 2014 11:50 AM
To: RBurns-Web
Subject: ACC Waste Water Issue SW-01303A-09-0343

Categories: Printed

Please support the full consolidation of the five waste consolidation districts to spread the cost equally. It is unfair for Verrado residents to pay such outrageous cost because of the partial de-consolidation that occurred in 2012. Residents cannot afford to pay these rates and it is damaging to the welfare of our community.

Thank you

Warm Welcome Smiles

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

Jessica D. Perry

From: Marjorie Console <daqgal@yahoo.com>
Sent: Monday, August 18, 2014 8:22 AM
To: RBurns-Web

Re: EPCOR Wastewater/water rates
Docket # W01202A-10-0448

Dear Mr Burns;

I am writing this letter to express my victimization by EPCOR. Our wastewater & water rate hikes are outrageous. My bill from EPCOR last month alone was \$150.00 for 2 occupants who were on vacation for one of those weeks. I have not seen such an abuse of power, since leaving New Jersey where I resided for 30 years with crooked politicians. I am only hoping that Arizona rises above NJ politicians and actually helps it's citizens. How EPCOR has been allowed to abuse the system and it's customers for this long is beyond me.

I am thanking you in advance for helping us in Sun City resolve and correct this.

Marjorie & David Console

Jessica D. Perry

From: Nancy Schmidt <hrstrategiesinc@gmail.com>
Sent: Monday, August 18, 2014 11:37 AM
To: RBurns-Web
Subject: EPCOR Wastewater Rates

August 18, 2014

To Members of the Arizona Corporation Commission

Regarding Epcor's Change in Rate Structuring

Unfortunately this is a "Socialist Program" like Canadian Healthcare. The only beneficiaries of this plan in the long run are the real estate developers building new housing tracts in remote areas (or already built with no forethought or advance planning on this issue). This is a significant burden and it is unfair to ask retirees (often on fixed incomes) to pay to help these companies and residences of these new communities who are typically still working. Helping others in difficulty has a long history in the U.S. but acts of charity need to be voluntary and serve a purpose greater than higher corporate profits to be properly American!

Robert Sachau

Sun City West

Jessica D. Perry

From: Sue Walker <alwalker@me.com>
Sent: Monday, August 18, 2014 11:34 AM
To: RBurns-Web
Subject: Wastewater increase

I am against the waste water increase for Sun City of 89 percent. We should not be paying for Anthem's short sidedness when they put in their water system.

Vote No Sue Walker Sun City, Az.

Sent from my iPad

Jessica D. Perry

From: Gail Beebe <beebe4@cox.net>
Sent: Monday, August 18, 2014 12:54 PM
To: RBurns-Web
Subject: EPCOR

Categories: Printed

I am requesting that you do not allow full consolidation of all EPCOR wastewater districts. This would be a severe hardship on many in this area.

Sun City resident Gail Beebe

Jessica D. Perry

From: MICHAEL GRIFFIN <mg1947@cox.net>
Sent: Monday, August 18, 2014 1:24 PM
To: RBurns-Web
Subject: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343 EPCOR WASTEWATER

Dear Commissioner,

As a full time resident of Sun City, AZ we are requesting you do not allow full consolidation of all the EPCOR wastewater districts. As retirees on fixed incomes we wouldn't like to experience the projected 90% rate increase due to the full-district consolidation.

The Sun City community cannot and should not be required to subsidize other districts for poor planning and choices.

Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts.

Respectfully yours,

Michael & Marie Griffin
18211 N Organ Pipe Drive
Sun City, AZ

Jessica D. Perry

From: Young Delos P <dyoung49@cox.net>
Sent: Monday, August 18, 2014 3:29 PM
To: RBurns-Web
Subject: Proposed waste water consolidation by EPCOR

Dear Mr. Burns: Please be advised that we are opposed to the proposed waste water consolidation by EPCOR.

Delos P and Patricia A Young
21626 N 159th Lane
Sun City West, AZ 85375
dyoung49@cox.net

Jessica D. Perry

From: Nancy Campbell <nancylynn10@cox.net>
Sent: Monday, August 18, 2014 5:31 PM
To: RBurns-Web
Subject: Say No to EPCOR Consolidation
Attachments: EPCOR Nancy.docx

Categories: Printed

Dear Mr. Burns,

Please accept this letter denying full consolidation of the EPCOR wastewater districts.

Thank you!

Nancy Campbell

Jessica D. Perry

From: gear10804 <gear10804@cox.net>
Sent: Monday, August 18, 2014 10:32 PM
To: RBurns-Web
Subject: EPCOR wastewater consolidation

Categories: Printed

Dear Bob, as a Sun City resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts.

Thank you,

Gary Roering
10804 N Fairway Ct E
Sun City, AZ 85351

Jessica D. Perry

From: Vicky Hamilton <vickyblairjuly@gmail.com>
Sent: Monday, August 18, 2014 3:54 PM
To: RBurns-Web
Subject: EPCOR

eir community infrastructure? I am of the understanding various fees were disclosed to potential buyers when they signed their contracts to live in their respective communities...AND NOW THEY FEEL WE SHOULD HELP PAY FOR WHAT THEY AGREED TO?

It is not the responsibility of Sun City West to help pay a projected increase in rates for newer communities!!!

Our community is ageing – when EPCOR decides they need to upgrade equipment here, will these newer communities step up to the plate and help our older communities? I think not!

EPCOR needs to get their hands out of the older, non-working seniors pockets and put their hands where they belong in their own pockets and take care of the cost of running the company they bought – wealthy seniors is a myth for most of us.

SIMPLY STATED: NO CONSOLIDATION.....THANK YOU

Vicky Hamilton - Sun City West resident
21634 N. 125th Way, Sun City West, AZ 85375

Jessica D. Perry

From: Dick - W7PP <w7pp@cox.net>
Sent: Tuesday, August 19, 2014 8:06 AM
To: RBurns-Web
Subject: Rate hike in Sun City

Are you kidding? 89% increase? You can't be thinking of letting the fixed income, retired, old, already paid and paid and paid for things, group in Sun City to yet again pay and pay and pay? This has to be a cruel joke.... If we need to pay to fix our own system... fine, I'll cut out something else to pay more..... but if this is just another "business" trying to make money off of the old..... Your kidding right?
Haven't we paid our share YET ?

Dick Hale, Sun City

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"Those who cry "Freedom" don't know that Freedom is an allusion produced by the people that have money so the ones that don't, won't notice what's going on"!