

W-02113A-13-0118



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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117855

Date: 8/19/2014

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

Arizona Corporation Commission

DOCKETED

AUG 21 2014

Complaint By: First: Dorothy

Last: Rudack

Account Name: Dorothy Rudack

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85269

is:

DOCKETED BY

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-02113A-13-0118 \*\*\*\*\*

I believe that rate increase is excessive. In five years the rate will be extremely high. Living on a fixed income makes the future very stressful. I implore you to reconsider the rate of increase. Thank you.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.  
\*End of Comments\*

ORIGINAL

Date Completed: 8/19/2014

Opinion No. 2014 - 117855

RECEIVED  
2014 AUG 21 P 3:42  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

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UTILITY COMPLAINT FORM

Investigator: Deb Reagan

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Priority: Respond Within Five Days

RECEIVED  
2014 AUG 21 P 3:42

Opinion No. 2014 - 117752

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Date: 8/18/2014

Complaint Description: 08Q EPCOR  
N/A Not Applicable

First:

Last:

Complaint By: Virgil

Speake

Account Name: Virgil Speake

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85269

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-02113A-13-0118 \*\*\*\*\*

Customer sent the following -

Please reconsider the rate increase given to the Fountain Hills water supplier. My total bill for water usage for June 2014 \$36.91 for water usage of 11,000 gallons. Just received a bill for usage of 16,000 gallons total bill \$57.84. Water usage charge for additional 5 thousand gallons \$18.25 plus taxes 50.79% increase is excessive.

Virgil Speake

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 8/19/2014

Opinion No. 2014 - 117752