

W-01303A-10-0448



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ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM RECEIVED

Investigator: Tom Davis

2014 AUG 26 A 8:36

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL
Date: 8/25/2014

Opinion No. 2014 - 118166

Complaint Description: 08Q EPCOR
08H Consolidation - In Favor

Complaint By: First: Susan Last: Chace

ORIGINAL

Account Name: Susan Chace

Street: -----

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Nature of Complaint:

DOCKET NO. W-01303A-10-0448

From: Util-PublicComment
Sent: Sunday, August 24, 2014 4:04 PM
To: Util-PublicComment
Subject: Public Comment

Name:susan chace
Date:8/24/2014

Arizona Corporation Commission
DOCKETED

AUG 26 2014

CityStateZip:sun city, az 85373

Cell:

Docket:ws-01303A-09-0343, w-01303A-09-0343

DocketNo:w-01303a-10-0448

Utility:Epcor water

DOCKETED BY

Email:

Comments:I want to comment on the bad business practices of Epcor Water and the horrible decisions made by the ACC which have gotten an entire community into a wastewater/water rate escalation that is deplorable. Having lived in the valley for sometime, I am used to the ACC being out of control but together with this new water company in our state, we seem to be facing the perfect storm of corporate greed meets incompetent or disconnected commissioners. This fight should never have had to happen if everyone was doing his/her home work, being honest and presenting all the facts. We have Epcor making promises to Sun City and Sun City West, whom haven't had a rate increase in six years, that their rates won't go up. Can Agua Fria get such a promise, ACC? Only retroactive to six years ago? Epcor, how and why does this happen? Epcor if you are a 'utility' why aren't you functioning as such? Phoenix services water customers all over the valley and manages NOT to

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UTILITY COMPLAINT FORM

segregate areas into discriminate rates of billing. And they manage to bill their customers on a monthly (12) basis!!! Epcor, why are you passing all your bad business decisions along to your customers and ACC why are you letting them? I saw comments from residents of Sun City and Sun City West that we in Agua Fria district should not have bought houses there if we can't afford the water rates????????? Well, we didn't, these rates didn't exist when we bought. Another comment was that we should have known better and done research on the water company... American Water.... sage advise, wouldn't you say? Then there were the "isolationists" views that declares life was so much better for Sun City before there was Surprise, Corte Bella, Crossriver, etc, etc.... Yes well, that is helpful but lest we point out how much all of us have paid for all that infrastructure they are using and enjoying. Point is no one seems to be able to anticipate the growing pains of this valley very well nor how to handle them. Including these coming infrastructure changes which I wouldn't bet Epcor has a handle on cost. The fairest decision would be to go forward with the consolidation plan and try to even the playing field some. Then vote for commissioners that seem to have an understanding of their community interests. It is inconceivable to me that anyone seeing their water bill of \$18, knowing that they haven't seen an increase in over six years, wouldn't anticipate a rate hike is due! This is Arizona!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/25/2014

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