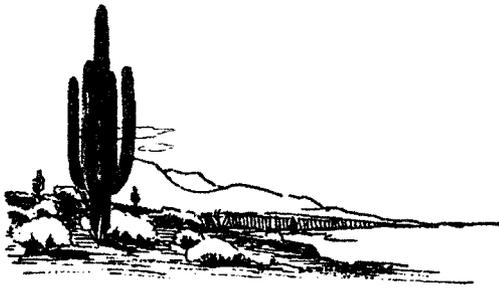




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Dave and Marti Dawkins
P. O. Box 17389
Fountain Hills, Arizona 85269

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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

August 14, 2004

Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

Arizona Corporation Commission

DOCKETED

ORIGINAL

AUG 26 2014

Att. Chairman Bob Stump

Re: Case ~~W-02637A~~-13-0118
W-02637A

DOCKETED BY

Dear Commissioner Stump,

I am prompted to write by the recent rate increase that was approved by the ACC on the service provided to Fountain Hills by EPCOR.

I am 80 years old, have been a resident of Fountain Hills for more than forty years and have seen the water rates increase in inverse proportion to the quality of service with each new rate hearing. When I first moved to Fountain Hills, we were served with only well water of excellent quality. With the arrival of the Central Arizona Project water, the quality of the water has deteriorated to a point bordering on insipid. We are forced to drink bottle water and often use it in food preparation.

The service to our house has been broken on at least four occasions and we have been forced to replace damaged pressure reduction devices and flush the filth from our plumbing because "it is on the customer side of the meter". The water lines are so close to the surface of the street that we have no cold water at all during the summer months.

As we have a swimming pool, the majority of our water bill is caused by surface evaporation. With the multi-tiered system of usage, our bill usually is well in excess of \$100.00 per month which I find ridiculous considering the quality of the service provided. EPCOR knew what they were buying when they took over the water company. It is ridiculous to expect the residents to pay for their lack of due diligence if the infrastructure is falling apart.

I am hopeful that the Corporation Commission will revisit the recent rate increase and seek more input from those of us who are most affected by the exorbitant fees. A well publicized fact-finding hearing in Fountain Hills where the residents could be heard might provide an alternative to the presentations made by lawyers and accountants. I learned very early in my business career that figures lie and liars figure. Over the years I have seen overwhelming evidence of this truism in rate hearings.

Sincerely,

David Dawkins