

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



ARIZONA CORPORATION COMMISSION

To: Docket Control

ORIGINAL

RE: EPCOR Docket # W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 19 customer comments regarding the above filed case.

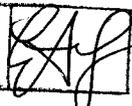
Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division - Consumer Services

Arizona Corporation Commission

DOCKETED

AUG 28 2014

DOCKETED BY 

RECEIVED
AZ CORP COM
DOCKET CONTROL
2014 AUG 28 PM 2 20

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118238

Date: 8/28/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Dolores Last: Kombrink

Account Name: Dolores Kombrink Home:

Street: Work:

City: Sun City CBR:

State: AZ Zip: 85351 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

I live on a small fixed income and can not afford an increase in my utility bill
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: 8/28/2014

Opinion No. 2014 - 118238

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118239

Date: 8/28/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: David Last: Mussaf

Account Name: David Mussaf

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

Once again a utility company is playing the game of asking for a large increase using devious means. I stand opposed to any increase in rates by Epcor (a Canadian - foreign - corporation) by there shuffling the way rates are handled. I am tired of the same old games played to get outrageous rates that harm American citizens and especially senior citizens. The AZCC must know that they are responsible to the voters. Even though we have had a primary election lately, the general election in November will who will be on the Commission. The outcome of this case will affect the CC election results.

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: 8/28/2014

Opinion No. 2014 - 118239

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118244

Date: 8/28/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Grant **Last:** Summers

Account Name: Grant Summers **Home:**

Street: **Work:**

City: Sun City **CBR:**

State: AZ **Zip:** 85351 **is:**

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins **Contact Phone:**

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

I am AGAINST the proposed Consolidation and high rate increase for our water supplied to Sun City by Epcor
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: 8/28/2014

Opinion No. 2014 - 118244

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118241

Date: 8/28/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Glen **Last:** Bunch

Account Name: Glen Bunch

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

My wife and I live in a apartment in Sun City and everyone at the complex pays the same amount for water and waste water. If Epcor does raise the charges our rent will so much higher and most of the people living in our complex can't really afford to pay much higher rent. It's rediculus that Epcor has to charge so much more for waste water. There rate needs to be leveled out over all the area they cover. Please do not raise our rates.

Thank You Glen Bunch

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: 8/28/2014

Opinion No. 2014 - 118241

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118240

Date: 8/28/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Howard **Last:** Hoag

Account Name: Howard Hoag **Home:**

Street: **Work:**

City: Sun City **CBR:**

State: AZ Zip: 85373 **is:**

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins **Contact Phone:**

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

The full consolidation plan is not the answer, it appears to me to be poor management in the past. I feel we are dealing with incompetence and this plan would be the evidence.

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: 8/28/2014

Opinion No. 2014 - 118240

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118242

Date: 8/28/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: Mary F.

Adams

Account Name: Mary F. Adams

Home:

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

When I lived in Glendale my water bill monthly was never over \$15.00. In Surprise, it is, more often than not, double that or more. I live alone, I restrict showers and laundry times, I use bottled water (because the drinking water isn't palatable)...essentially, I do everything I can to conserve water and keep my bill as low as possible. I, and other families, retired or not, cannot afford to have an 89% increase in a bill that is already double most other cities in the valley. This is outrageous, and nothing more than greed by our utility company. Please find another way to fund this and other projects.

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: 8/28/2014

Opinion No. 2014 - 118242

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118245

Date: 8/28/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Bill Last: Bein

Account Name: Bill Bein Home:

Street: Work:

City: Sun City CBR:

State: AZ Zip: 85351 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

Most of the other communities are working folk. Out here in Sun City, we are mostly retired living on a limited income. An increase of 80%+ would hurt a whole bunch. How would EPCOR fare in this? It would seem they would not be hurt at all. But if you guys want to stick it to our more mature folks, we'll just have to claim our dependence on the government like so many others. Food Stamps. Housing allowance. Cell phones. Etc
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: 8/28/2014

Opinion No. 2014 - 118245

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118243

Date: 8/28/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Pamela **Last:** Clausen

Account Name: Pamela Clausen

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

I am absolutely opposed to the consolidation of districts. Most people living in Sun City are on fixed incomes and cannot afford the type of increase that would happen with consolidation. We chose to live in Sun City to keep a lid on our expenses. We do not want to pay for the expenses that are not associated with our district. We did not choose to live in a more expensive area like Anthem and do not want to bear the burden of the people who chose to live there. Let them bear their own expense!!!

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: 8/28/2014

Opinion No. 2014 - 118243

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118246

Date: 8/28/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Joseph **Last:** Cannon

Account Name: Joseph Cannon

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

I live in Corte Bella and have been subject to exorbitant Waste treatment rates for two years. I have attached my current bill as proof. I fully support the proposed complete consolidation of all districts put forth by EPCOR. This is a much more fair and equitable approach to the costs of handling the waste of all of phoenix.

Current Activity

Your Water Charges

Water Basic Service

Cost of water you used (Jul 14-Aug 13)	\$22.61
4.00 Gallons X \$2.9772	\$11.91
1.00 Gallons X \$4.4527	\$ 4.45
Ground Water Withdrawal Fee	\$ 0.05

Subtotal of Water Charges \$39.02

Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36
Sewer Volume (Jul 14-Aug 13)	
5.00 Gallons X \$6.9782	\$34.89
ACC Regulatory Assessment Chrg	\$ 0.21

Subtotal of Wastewater Charges \$92.46

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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: 8/28/2014

Opinion No. 2014 - 118246

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed:

Opinion No. 2014 - 118247

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117981

Date: 8/20/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Daniel Earl **Last:** Erlandsen

Account Name: Daniel Earl Erlandsen **Home:**

Street: **Work:**

City: Sun City **CBR:**

State: AZ **Zip:** 85351 **is:**

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins **Contact Phone:**

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

I oppose the request to wastewater consolidation request by EPCOR, as a resident of Sun City.
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: 8/27/2014

Opinion No. 2014 - 117981

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118234

Date: 8/27/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Rina Rae Last: Andrea

Account Name: Rina Rae Andrea

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

My husband and I request that EPCOR not allow full consolidation of all the EPCOR wastewater districts based on the EPCOR information indicating each Sun City wastewater user would experience a 90% rate increase if this full consolidation was approved. EPCOR noted in their ACC response there are capital improvements costs for the Sun City District of \$9.3 over the next five years. If full consolidation was to take place, Sun City user would be required to pay an additional \$22.5M over the noted five year period. This equates to subsidizing other district costs in the amount of \$13.2M. We are against being expected to subsidize other districts for their poor planning and choices.

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: 8/27/2014

Opinion No. 2014 - 118234

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118233

Date: 8/27/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Tim Last: May

Account Name: Tim May

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

We should not be forced to subsidize anyone else for any reason through a formality that we did not vote through a proposition on a ballot at a local level.

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: 8/27/2014

Opinion No. 2014 - 118233

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118232

Date: 8/27/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Caroline **Last:** Evans

Account Name: Caroline Evans

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

As a Sun City resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplies by EPCOR each Sun City wastewater user would experience a 90% increase if full-district consolidation was to be approved by the Commission, EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We 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, Caroline Evans
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/27/2014

Opinion No. 2014 - 118232

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118231

Date: 8/27/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: Tony and Joanne Faillaci

Account Name: Tony and Joanne Faillaci

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

Please vote for FULL consolidation of the EPCOR wastewater districts.

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: 8/27/2014

Opinion No. 2014 - 118231

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118230

Date: 8/27/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: Gertrude

Kearns

Account Name: Gertrude Kearns

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

I am against the waste water consolidation. Why should I pay for another community in which I do not live. Being on a fixed income makes it a hardship for me to pay more than I do now.

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: 8/27/2014

Opinion No. 2014 - 118230

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118229

Date: 8/27/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: Dolores

Witherspoon

Account Name: Dolores Witherspoon

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

When I attended a community meeting on February 3, 2014, at the Mountain View Center in Sun City, I asked if the executives would all be receiving an increase in salaries, bonuses and benefits. Jimmy Gee(?), VP of Corporate Services, Rates and Regulatory, responded (a little irked) yes, that he expected more or he would go to a company that would provide better wages. How much of the request by EPCOR is for upgrades in salaries, bonuses and benefits? I don't mind someone getting just pay, but how much is enough for these executives-- their jobs haven't changed to warrant an increase. Among the other objections to this unjustifiable increase, I add mine.

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: 8/27/2014

Opinion No. 2014 - 118229

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118228

Date: 8/27/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Warren J. Last: Fitzgerald

Account Name: Warren J. Fitzgerald Home:

Street: Work:

City: Sun City CBR:

State: AZ Zip: 85373 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

I am strongly opposed to EPCOR increasing our Sun City waste water rates by \$16.19 per month. This would be approximately an 88 per cent increase or \$194.00 per year. This restructuring is of no value to the Sun Cities. It is of interest to EPCOR and those who live in more affluent areas served by EPCOR. According to the Home Owners Association of Sun City, the residents of Sun City are capable of supporting capital improvement costs that would be considerably less than the proposed consolidation rate. We strongly oppose restructuring that involves Sun City.

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: 8/27/2014

Opinion No. 2014 - 118228

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118227

Date: 8/27/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Leon A. Last: Guzinski

Account Name: Leon A. Guzinski Home:

Street: Work:

City: Sun City CBR:

State: AZ Zip: 85373 is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

I am opposed to full consolidation of all EPCOR wastewater districts. We are on a fixed income and this would propose a severe hardship for us.

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: 8/27/2014

Opinion No. 2014 - 118227