

OPEN MEETING AGENDA ITEM



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



RECEIVED

ARIZONA CORPORATION COMMISSION

2014 SEP 11 A 9 46

To: Docket Control
AZ CORP COMMISSION
DOCKET CONTROL

ORIGINAL

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

Please docket the attached 16 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

SEP 11 2014

DOCKETED BY

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118529 Date: 9/10/2014

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

Complaint By: First: Iris Last: Bernard

Account Name: Iris Bernard 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-01303-09-0343 *****

Customer sent the following -

To Arizona Water Commission, I have owned a home in Corte Bella since 2006. When EPCOR took over Arizona American Water Company my water bills went through the roof! I support 100% having EPCOR consolidate the rate structures for all of the Company's districts (Agua Fria, Anthem, Mohave, Sun City, and Sun City West) into one rate structure. That seems like the only FAIR option to everyone. I don't know why there should even be a question about this. It should just be divided equally among all 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: 9/10/2014

Opinion No. 2014 - 118529

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 9/10/2014

Opinion No. 2014 - 118531

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118528 Date: 9/10/2014

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

First:

Last:

Complaint By: Marcus Arnold

Account Name: Marcus Arnold

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: (623) 815-3109

Nature of Complaint:

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

Customer sent the following -

WHY ARE WE IN CORTE BELLA COMMUNITY OF SUN CITY WEST, AZ PAYING SUCH HIGH WATER/SEWER RATES? SEEMS LIKE WHEN EPCOR TOOK OVER ARIZONA AMERICAN WATER, THEY ALMOST DOUBLED THE RATES. IT IS NOT FAIR TO BE CHARGED SO MUCH FOR THE SAME PRODUCT THAT IS DELIVERED TO MANY OTHER COMMUNITIES AT MUCH LOWER RATES. I PREFER THAT EPCOR CONSOLIDATE THEIR DISTRICTS FOR ONE WATER/SEWER RATE FOR ALL. MY COMMENTS ALSO APPLY TO DOCKET NUMBER: SW-01303A-09-0343. THANK YOU. MARCUS ARNOLD
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: 9/10/2014

Opinion No. 2014 - 118528

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118527

Date: 9/10/2014

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

First:

Last:

Complaint By: Samuel McKee

Account Name: Samuel McKee

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-01303-09-0343 *****

Customer sent the following -

I have owned a home in Corte Bella since 2008. When EPCOR took over Arizona American Water Company, my water bills increased dramatically! I support 100% having EPCOR consolidate the rate structures for all of the Company's districts (Agua Fria, Anthem, Mohave, Sun City and Sun City West) into one rate structure. That seems like the only FAIR option to everyone. I don't know why there should even be a question about this. It should just be divided equally among all districts so that all residents have access to water at consistent and reasonable rates.

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: 9/10/2014

Opinion No. 2014 - 118527

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 9/10/2014

Opinion No. 2014 - 118526

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118525

Date: 9/10/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: Roger and Elizabeth Stahl

Account Name: Roger and Elizabeth Stahl

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: (623) 815-3109

Nature of Complaint:

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

Customer sent the following -

We live in Corte Bella, an age restricted retirement community. We currently have, thru Epcor, waste water costs of \$106.45. We have been advised, by Epcor, that that will increase again in January of 2015 to approximately \$121 per month. We personally have done all that is possible to decrease our monthly costs, by paying Epcor, and required engineer, to reduce our meter size to 3/4 inch. By doing so it reduced our water rate to \$47.95 for 7T gal, making our August bill \$156.62. Like the Sun City West community (which we share infrastructure), we are also facing increased costs of medical, food and general cost of living without our income keeping pace. We desperately need relief in these rising costs. We are asking for fair, reasonable and reliable rates for all. Thank you for your consideration.

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: 9/10/2014

Opinion No. 2014 - 118525

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 - 118518

Date: 9/10/2014

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

Complaint By: First: Craig Last: Powers

Account Name: Craig Powers

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: n/a

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

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

Customer sent the following -

I fully support Epcor's recommendation to the ACC to move toward full consolidation of its five wastewater districts, including the Agua Fria Wastewater District of which Verrado is a part.

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: 9/10/2014

Opinion No. 2014 - 118518

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118517

Date: 9/10/2014

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

Complaint By: First: Allen Last: Muggli

Account Name: Allen Muggli

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-01303-09-0343 *****

Customer sent the following -

I and my wife fully support the proposal to consolidate all water districts for Corte Bella, Sun city West, Sun City, and Anthem. Consolidation will result in fair and equal rates that are born equally by all customers of 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: 9/10/2014

Opinion No. 2014 - 118517

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118524

Date: 9/10/2014

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

First:

Last:

Complaint By: Jane Barlow

Account Name: Jane Barlow

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-01303-09-0343 *****

Customer sent the following -

Docket No. W-01303A-09-0343 and SW-01303A-09-0343 I own a home in Corte Bella, Sun City West. My water bills have escalated dramatically from when I purchased in 2010. I support 100% having EPCOR consolidate the rate structures for all of the Company's districts (Agua Fria, Anthem, Mohave, Sun City and Sun City West) into one rate structure. That seems like the only FAIR option to everyone. I don't know why there should even be a question about this. It should just be divided equally among all 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: 9/10/2014

Opinion No. 2014 - 118524

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118523 Date: 9/10/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Arnold and Lois Last: Solars

Account Name: Arnold and Lois Solars 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-01303-09-0343 *****

Customer sent the following -

Docket No. W-01303A-09-0343 and SW-01303A-09-0343 I have owned a home in Corte Bella since 2007. When EPCOR took over Arizona American Water Company, my water bills went through the roof! I support 100% having EPCOR consolidate the rate structures for all of the Company's districts (Agua Fria, Anthem, Mohave, Sun City and Sun City West) into one rate structure. That seems like the only FAIR option to everyone. I don't know why there should even be a question about this. It should just be divided equally among all 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: 9/10/2014

Opinion No. 2014 - 118523

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118522 Date: 9/10/2014

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

Complaint By: First: Daniel P. Last: Martin

Account Name: Daniel P. Martin 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-01303-09-0343 *****

Customer sent the following -

I have owned a home in Corte Bella since 2012. My water bills are through the roof! I support 100% having EPCOR consolidate the rate structures for all of the Company's districts (Agua Fria, Anthem, Mohave, Sun City and Sun City West) into one rate structure. That seems like the only FAIR option to everyone. I don't know why there should even be a question about this. It should just be divided equally among all 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: 9/10/2014

Opinion No. 2014 - 118522

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/10/2014

Opinion No. 2014 - 118521

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118520

Date: 9/10/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Vern and Marilyn Soch

Account Name: Vern and Marilyn Soch

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-01303-09-0343 *****

Customer sent the following -

Dear Sir or Madam We are opposed to the waste water consolidation as we live in Sun City and a 89% increase in our rates is just not acceptable. Sun City is an retirement community with people living on limited fixed incomes! There must be a better way than to increase the rate in our area so a rate in another area can be reduced!!

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: 9/10/2014

Opinion No. 2014 - 118520

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118519

Date: 9/10/2014

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

Complaint By: First: Bert and Janice Last: Salvato

Account Name: Bert and Janice Salvato

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-01303-09-0343 *****

Customer sent the following -

I have owned a home in Corte Bella since 2005. When EPCOR took over Arizona American Water Company, my water bills went through the roof! I support 100% having EPCOR consolidate the rate structures for all of the Company's districts (Agua Fria, Anthem, Mohave, Sun City and Sun City West) into one rate structure. That seems like the only FAIR option to everyone. I don't know why there should even be a question about this. It should just be divided equally among all districts.

Thank you all for your help. I hope we are successful in having these changes made!!

Bert Salvato
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: 9/10/2014

Opinion No. 2014 - 118519

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 - 118516

Date: 9/10/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Michael Last: Koshay

Account Name: Michael Koshay

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: (623) 815-3109

Nature of Complaint:

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

Customer sent the following -

I have owned a home in Corte Bella since 2006. When EPCOR took over Arizona American Water Company, my water bills went through the roof! I support 100% having EPCOR consolidate the rate structures for all of the Company's districts (Agua Fria, Anthem, Mohave, Sun City and Sun City West) into one rate structure. That seems like the only FAIR option to everyone. I don't know why there should even be a question about this. It should just be divided equally among all districts.

Thank You for your efforts in this matter.

Michael R. Koshay
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: 9/10/2014

Opinion No. 2014 - 118516

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: 602-974-3000

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118530

Date: 9/10/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Nancy Last: Gallagher

Account Name: Nancy Gallagher

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-01303-09-0343 *****

Customer sent the following -

I live in Sun City and feel the 89% increase is not fair. This increase should be distributed over all the towns involved. Most of the seniors are on fixed incomes and this increase would be a severe hardship.

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: 9/10/2014

Opinion No. 2014 - 118530
