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BEFORE THE ARIZONA CORPORATION COMMISSION

RECEIVED

BOB STUMP  
Chairman

2014 SEP 17 P 4: 22

GARY PIERCE  
Commissioner

AZ CORP COMMISSION  
DOCKET CONTROL

BRENDA BURNS  
Commissioner

ORIGINAL

Arizona Corporation Commission  
DOCKETED

BOB BURNS  
Commissioner

SEP 17 2014

SUSAN BITTER SMITH  
Commissioner

DOCKETED BY 

IN THE MATTER OF ARIZONA-)Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY'S) SW-01303A-09-0343  
APPLICATION FOR AN INCREASE)  
IN RATES FOR ITS WATER AND )  
WASTE WATER RATES)

Cover letter respectfully requesting attached letters be  
added to the above docket in favor of  
full consolidation of Epcor's wastewater districts

(32)

Name: Frances A. Noe  
Address: 11756 W. Daley Ln Sun City, Az 85373  
Resident of Cross River / petitioner  
Email: noeshomes@earthlink.net  
Contact info: Hm 623-266-0490 cell 602-695-3043

Frances A. Noe 9-8-14  
Signature and date

Attention: Docket Control

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-} Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY} SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

Too high high.  
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Name: Barbara Minelli  
Address: 11912 W. Jessie Ln Sun City, Az. 85373  
Resident of: (Your subdivision goes here) Cross River  
Email:  
Contact info:

Barbara Minelli 8-18-14  
Signature and Date

Attention: ACC docket control

From: **Barbara Minelli** barbaraminelli@cox.net  
Subject:  
Date: August 18, 2014 at 5:07 PM  
To:



BARBARA MINELLI  
For service at:  
11912 W JESSIE LN  
SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**  
24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

Bill date: June 10, 2014

**Your Water Bill**

**Your Account**

Account number 0370172  
District Aqua Fria

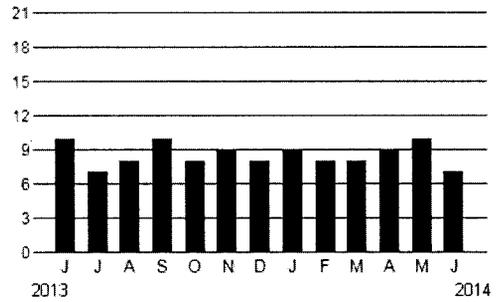
**Your Balance**

Amount of your last bill \$167.36  
Your payments as of Jun 10, 2014 (thank you) -\$167.36  
Total Prior Balance \$0.00

Current Charges \$154.04  
(Due June 30, 2014)

**Total Amount \$154.04**

**Monthly Usage**



Detach and mail this portion with your payment

Account Number: 0370172

Pay your bill online, by phone or by mail.  
See back for details.

Amount Due: \$154.04  
Due Date: June 30, 2014

Amount Paid: \$

BARBARA MINELLI  
11912 W JESSIE LN  
SUN CITY, AZ 85373

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036



From: **Barbara Minelli** barbaraminelli@cox.net  
Subject:  
Date: August 18, 2014 at 5:08 PM  
To:



BARBARA MINELLI  
For service at:  
11912 W JESSIE LN  
SUN CITY, AZ 85373

### Questions / Emergency

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

Bill date: July 10, 2014

## Your Water Bill

### Your Account

Account number 0370172  
District **Aqua Fria**

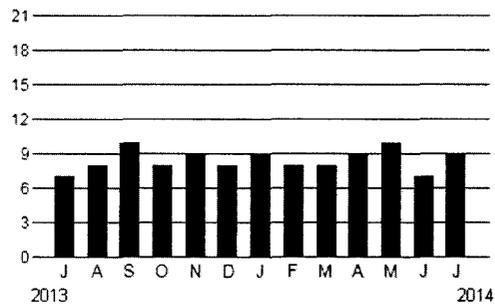
### Your Balance

Amount of your last bill \$154.04  
Your payments as of Jul 10, 2014 (thank you) -\$154.04  
**Total Prior Balance \$0.00**

**Current Charges \$163.68**  
(Due July 30, 2014)

**Total Amount \$163.68**

### Monthly Usage



Detach and mail this portion with your payment

Account Number: 0370172

Pay your bill online, by phone or by mail.  
See back for details.

Amount Due: \$163.68

Due Date: July 30, 2014

Amount Paid: \$

004370 000004973

BARBARA MINELLI  
11912 W JESSIE LN  
SUN CITY AZ 85373-5434

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036



From: **Barbara Minelli** barbaraminelli@cox.net  
Subject:  
Date: August 18, 2014 at 5:05 PM  
To:



BARBARA MINELLI  
For service at:  
11912 W JESSIE LN  
SUN CITY, AZ 85373

### Questions / Emergency

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

Bill date: August 11, 2014

## Your Water Bill

### Your Account

Account number 0370172  
District Aqua Fria

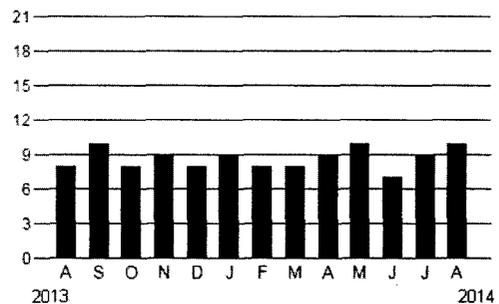
### Your Balance

Amount of your last bill \$163.68  
Your payments as of Aug 11, 2014 (thank you) -\$163.68  
**Total Prior Balance \$0.00**

**Current Charges \$170.70**  
(Due September 02, 2014)

**Total Amount \$170.70**

### Monthly Usage



Detach and mail this portion with your payment

Account Number: 0370172

Pay your bill online, by phone or by mail.  
See back for details.

Amount Due: \$170.70  
Due Date: September 02, 2014

Amount Paid: \$

BARBARA MINELLI  
11912 W JESSIE LN  
SUN CITY, AZ 85373

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036



BEFORE THE ARIZONA CORPORATION COMMISSION

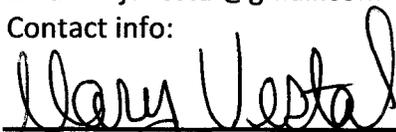
IN THE MATTER OF ARIZONA-) Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY) SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

My family and I support full EPCOR consolidation of all districts.

Name: Mary Vestal  
Address: 11747 W. Daley Ln Sun City, AZ 85373  
Resident of: Crossriver  
Email: mjovestal@gmail.com  
Contact info:

  
Signature and Date

8-23-14

Attention: ACC docket control



MARY J VESTAL  
 For service at:  
 11747 W DALEY LN  
 SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
 mywater@epcor.com

Bill date: July 10, 2014

**Your Water Bill**

**Your Account**

Account number 0315672  
 District Aqua Fria

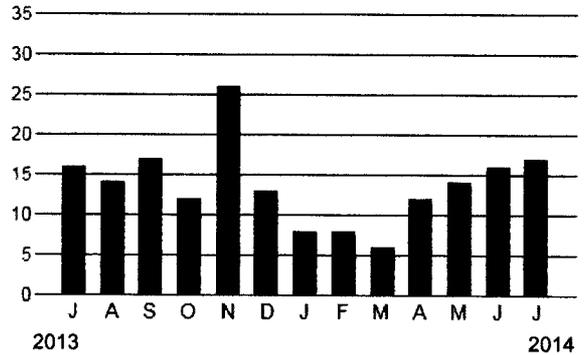
**Your Balance**

Amount of your last bill \$196.95  
 Your payments as of Jul 10, 2014 (thank you) \$0.00  
 Adjustment \$2.96  
**Total Prior Balance \$199.91**  
 (Due Immediately)

**Current Charges \$203.70**  
 (Due July 30, 2014)

**Total Amount \$403.61**

**Monthly Usage**



Detach and mail this portion with your payment.

Account Number: 0315672

Pay your bill online, by phone or by mail.  
 See back for details.

Amount Due: \$403.61

Due Date: July 30, 2014

Amount Paid: \$

002956 000005680



MARY J VESTAL  
 11747 W DALEY LN  
 SUN CITY AZ 85373-5449

EPCOR Water  
 PO Box 80036  
 Prescott, AZ 86304-8036



000230315672900000000000040361018

MARY J VESTAL  
Account 0315672

### Bill Period & Meter Information

Billing Period Jun 06 to Jul 08 (32 days)

Rate Type: AZ Residential

<b>Service Address</b>	<b>11747 W DALEY LN</b>
	<b>SUN CITY, AZ 85373</b>
<b>Premise Number</b>	<b>230121895</b>
<b>Meter Number</b>	<b>S51228360</b>
<b>Meter Type</b>	<b>3/4 inch</b>
Unit of Measure	Thousand Gallons
Meter reading on Jul 08 (actual)	819
Meter reading on Jun 06 (actual)	802
<b>Total Water Usage</b>	<b>17</b>

### Current Activity

#### Your Water Charges

Water Basic Service	\$15.89
Cost of water you used (Jun 06-Jun 30)	
3.00 Gallons X \$2.791	\$8.37
6.75 Gallons X \$4.1742	\$28.18
3.00 Gallons X \$5.09582	\$15.29
Ground Water Withdrawal Fee	\$0.13
Water Basic Service	\$5.66
Cost of water you used (Jul 01-Jul 08)	
1.00 Gallons X \$2.9772	\$2.98
2.25 Gallons X \$4.4527	\$10.02
1.00 Gallons X \$5.4301	\$5.43
Ground Water Withdrawal Fee	\$0.04
<b>Subtotal of Water Charges</b>	<b>\$91.99</b>

#### Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36
Sewer Volume (Jun 06-Jul 08)	
7.00 Gallons X \$6.9782	\$48.85
ACC Regulatory Assessment Chrg	\$0.22
<b>Subtotal of Water Charges</b>	<b>\$106.43</b>

#### Your Other Charges

ACC Regulatory Assessment Chrg	\$0.14
WhiteTank HUF Basic Svc Credit	-\$0.11
WhiteTank HUF Commodity Credit	-\$0.26
ACC Regulatory Assessment Chrg	\$0.05
WhiteTank HUF Basic Svc Credit	-\$0.12
WhiteTank HUF Commodity Credit	-\$0.27
<b>Subtotal of Other Charges</b>	<b>-\$0.57</b>

#### Your Taxes

County Tax - Maricopa	\$0.64
State Tax - Arizona	\$5.10
Water Use Tax - Arizona	\$0.11
<b>Subtotal of Taxes</b>	<b>\$5.85</b>

### Total Current Charges

**\$203.70**

### Important Information

Sign up for AutoPay and Paperless Billing for your chance to win an iPad Mini! Visit [epcor.com](http://epcor.com) for more information.

### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)



MARY J VESTAL  
 For service at:  
 11747 W DALEY LN  
 SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**  
 24 hrs / 7 days a week

www.epcor.com  
 mywater@epcor.com

Bill date: August 11, 2014

**Your Water Bill**

**Your Account**

Account number 0315672  
 District Aqua Fria

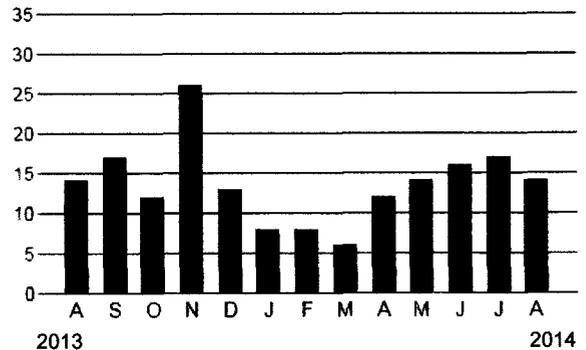
**Your Balance**

Amount of your last bill \$403.61  
 Your payments as of Aug 11, 2014 (thank you) -\$403.61  
**Total Prior Balance \$0.00**

**Current Charges \$190.50**  
 (Due September 02, 2014)

<b>Total Amount</b>	<b>\$190.50</b>
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**Monthly Usage**



Detach and mail this portion with your payment.

Account Number: 0315672

Pay your bill online, by phone or by mail.  
 See back for details.

**Amount Due: \$190.50**  
**Due Date: September 02, 2014**

Amount Paid: \$

MARY J VESTAL  
 11747 W DALEY LN  
 SUN CITY, AZ 85373

EPCOR Water  
 PO Box 80036  
 Prescott, AZ 86304-8036



000230315672900000000000019050014

MARY J VESTAL  
Account 0315672

### Bill Period & Meter Information

Billing Period Jul 08 to Aug 07 (30 days)

Rate Type: AZ Residential

<b>Service Address</b>	<b>11747 W DALEY LN</b>
	<b>SUN CITY, AZ 85373</b>
<b>Premise Number</b>	<b>230121895</b>
<b>Meter Number</b>	<b>S51228360</b>
<b>Meter Type</b>	<b>3/4 inch</b>
<b>Unit of Measure</b>	<b>Thousand Gallons</b>
Meter reading on Aug 07 (actual)	833
Meter reading on Jul 08 (actual)	819
<b>Total Water Usage</b>	<b>14</b>

### Current Activity

#### Your Water Charges

Water Basic Service	\$22.61
Cost of water you used (Jul 08-Aug 07)	
4.00 Gallons X \$2.9772	\$11.91
9.00 Gallons X \$4.4527	\$40.07
1.00 Gallons X \$5.4301	\$5.43
Ground Water Withdrawal Fee	\$0.14
<b>Subtotal of Water Charges</b>	<b>\$80.16</b>

#### Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36
Sewer Volume (Jul 08-Aug 07)	
7.00 Gallons X \$6.9782	\$48.85
ACC Regulatory Assessment Chrg	\$0.24
<b>Subtotal of Water Charges</b>	<b>\$106.45</b>

#### Your Other Charges

ACC Regulatory Assessment Chrg	\$0.18
WhiteTank HUF Basic Svc Credit	-\$0.46
WhiteTank HUF Commodity Credit	-\$0.88
<b>Subtotal of Other Charges</b>	<b>-\$1.16</b>

#### Your Taxes

County Tax - Maricopa	\$0.55
State Tax - Arizona	\$4.41
Water Use Tax - Arizona	\$0.09
<b>Subtotal of Taxes</b>	<b>\$5.05</b>

### Total Current Charges

**\$190.50**

### Important Information

On August 1, 2014, the Arizona Corporation Commission Assessment Charge will be adjusted for all Arizona customers. Questions? Please call 1-800-383-0834.

On July 22, the Arizona Corporation Commission directed EPCOR to review different options for how your wastewater rates are calculated. Visit [epcor.com](http://epcor.com) for more information.

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit changed. For example, customers with a 5/8 x 3/4-inch meter will receive a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-) Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY) SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

The property identified as the service address (11948 W Jessie Ln)  
is unoccupied from April to October of each year. Water usage  
is for irrigation of landscaping only. Approximately \$80 each  
month for six months are for services that are unused and their  
is pure profit to EPCOR.

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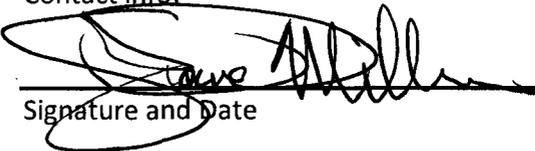
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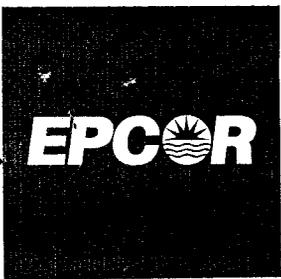
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Name: John D Miller  
Address: 5672 Glenstone Drive, Highlands Ranch, CO, 80130  
Resident of: (Your subdivision goes here) 11948 W Jessie Ln, Sun City, 85373  
Email: jmillers80130@aim.com  
Contact info:

  
\_\_\_\_\_  
Signature and Date

Attention: ACC docket control



# WATER

JOHN MILLER  
For service at:  
11948 W JESSIE LN  
SUN CITY, AZ 85373

## Questions / Emergency

**1-800-383-0834**  
24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

Bill date: August 11, 2014

## Your Water Bill

### Your Account

Account number 0353508  
District Aqua Fria

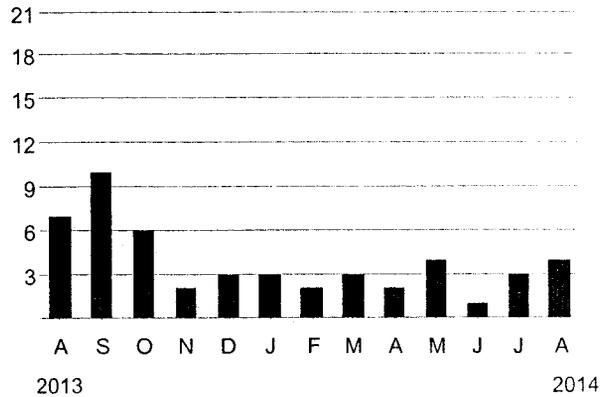
### Your Balance

Amount of your last bill \$110.17  
Your payments as of Aug 11, 2014 (thank you) -\$110.17  
**Total Prior Balance \$0.00**

**Current Charges \$121.56**  
(Due September 02, 2014)

**Total Amount \$121.56**

### Monthly Usage



Detach and mail this portion with your payment.

EP011408.11-869-000006574

Account Number: 0353508

Pay your bill online, by phone or by mail.  
See back for details.

**Amount Due: \$121.56**  
**Due Date: September 02, 2014**

Amount Paid: \$

000435 000006574



JOHN MILLER  
5672 GLENSTONE DR  
HIGHLANDS RANCH CO 80130-8032

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036



00023035350880000000000012156019

JOHN MILLER  
Account 0353508

### Bill Period & Meter Information

Billing Period Jul 08 to Aug 07 (30 days)  
Rate Type: AZ Residential

Service Address	11948 W JESSIE LN SUN CITY, AZ 85373
Premise Number	230125740
Meter Number	S49831139
Meter Type	3/4 inch
Unit of Measure	Thousand Gallons
Meter reading on Aug 07 (actual)	475
Meter reading on Jul 08 (actual)	471
<b>Total Water Usage</b>	<b>4</b>

### Current Activity

#### Your Water Charges

Water Basic Service	\$22.61
Cost of water you used (Jul 08-Aug 07)	
4.00 Gallons X \$2.9772	\$11.91
Ground Water Withdrawal Fee	\$0.04
<b>Subtotal of Water Charges</b>	<b>\$34.56</b>

#### Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36
Sewer Volume (Jul 08-Aug 07)	
4.00 Gallons X \$6.9782	\$27.91
ACC Regulatory Assessment Chrg	\$0.20
<b>Subtotal of Water Charges</b>	<b>\$85.47</b>

### Your Other Charges

ACC Regulatory Assessment Chrg	\$0.08
WhiteTank HUF Basic Svc Credit	-\$0.46
WhiteTank HUF Commodity Credit	-\$0.25

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<b>Subtotal of Other Charges</b>	<b>-\$0.63</b>
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### Your Taxes

County Tax - Maricopa	\$0.24
State Tax - Arizona	\$1.89
Water Use Tax - Arizona	\$0.03

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<b>Subtotal of Taxes</b>	<b>\$2.16</b>
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<b>Total Current Charges</b>	<b>\$121.56</b>
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### Important Information

On August 1, 2014, the Arizona Corporation Commission Assessment Charge will be adjusted for all Arizona customers. Questions? Please call 1-800-383-0834.

On July 22, the Arizona Corporation Commission directed EPCOR to review different options for how your wastewater rates are calculated. Visit [epcor.com](http://epcor.com) for more information.

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit changed. For example, customers with a 5/8 x 3/4-inch meter will receive a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

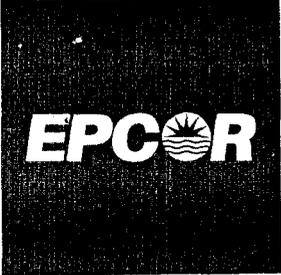
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### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)



# WATER

JOHN MILLER  
For service at:  
11948 W JESSIE LN  
SUN CITY, AZ 85373

## Questions / Emergency

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

Bill date: July 10, 2014

## Your Water Bill

### Your Account

Account number 0353508  
District Aqua Fria

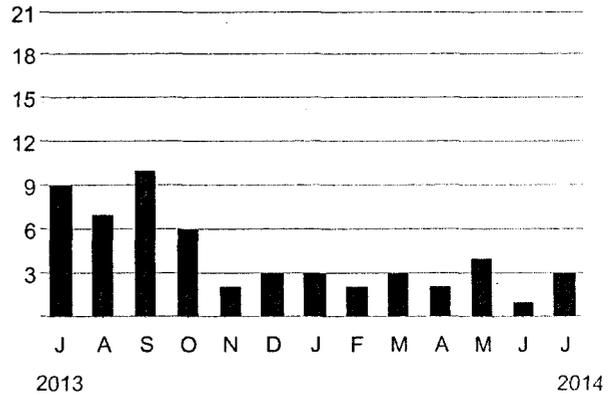
### Your Balance

Amount of your last bill \$89.86  
Your payments as of Jul 10, 2014 (thank you) -\$89.86  
Total Prior Balance \$0.00

**Current Charges \$110.17**  
(Due July 30, 2014)

**Total Amount \$110.17**

### Monthly Usage



Detach and mail this portion with your payment.

EP011407.10-845-000007642

Account Number: 0353508

Pay your bill online, by phone or by mail.  
See back for details.

**Amount Due: \$110.17**  
**Due Date: July 30, 2014**

Amount Paid: \$

000423 000007642



JOHN MILLER  
5672 GLENSTONE DR  
HIGHLANDS RANCH CO 80130-8032

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036



000230353508800000000000011017014

**Bill Period & Meter Information**

Billing Period Jun 06 to Jul 08 (32 days)

Rate Type: AZ Residential

Service Address 11948 W JESSIE LN  
SUN CITY, AZ 85373

Premise Number 230125740

Meter Number S49831139

Meter Type 3/4 inch

Unit of Measure Thousand Gallons

Meter reading on Jul 08 (actual) 471

Meter reading on Jun 06 (actual) 468

Total Water Usage 3

**Current Activity**

**Your Water Charges**

Water Basic Service \$15.89

Cost of water you used (Jun 06-Jun 30)  
2.25 Gallons X \$2.791 \$6.28

Ground Water Withdrawal Fee \$0.02

Water Basic Service \$5.66

Cost of water you used (Jul 01-Jul 08)  
.75 Gallons X \$2.9772 \$2.23

Ground Water Withdrawal Fee \$0.01

Subtotal of Water Charges \$30.09

**Your Wastewater Treatment Charges**

Sewer Basic Service \$57.36

Sewer Volume (Jun 06-Jul 08)  
3.00 Gallons X \$6.9782 \$20.93

ACC Regulatory Assessment Chrg \$0.16

Subtotal of Water Charges \$78.45

**Your Other Charges**

ACC Regulatory Assessment Chrg \$0.05

WhiteTank HUF Basic Svc Credit -\$0.11

WhiteTank HUF Commodity Credit -\$0.05

ACC Regulatory Assessment Chrg \$0.02

WhiteTank HUF Basic Svc Credit -\$0.12

WhiteTank HUF Commodity Credit -\$0.05

Subtotal of Other Charges -\$0.26

**Your Taxes**

County Tax - Maricopa \$0.21

State Tax - Arizona \$1.66

Water Use Tax - Arizona \$0.02

Subtotal of Taxes \$1.89

**Total Current Charges \$110.17**

**Important Information**

Sign up for AutoPay and Paperless Billing for your chance to win an iPad Mini! Visit [epcor.com](http://epcor.com) for more information.

On July 1, 2014, the final phase of the three-phase water rate increase approved by the Arizona Corporation Commission in May 2012 goes into effect. For questions, please visit [epcor.com](http://epcor.com) or call 1-800-383-0834.

**Paying Your Bill**

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)□

□ Docket No. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

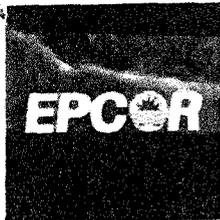
□

**My bill has steadily gone up since I moved in in 2011. I live alone and conserve water. I only do laundry twice a week and run my dishwasher once a week. When it rains enough I turn off my drip system until the ground dries out. Something needs to be done, even though my bill is not as high as some it is higher than people who I know and don't live in my area. After looking at all of the information put out so far I believe that consolidation of all Aqua Fria areas would be the best and fair solution. As far as Sun City and Sun City west is concerned I understand their concerns. I do not think that a flat rate of 34 dollars is very high. I would be glad to pay that flat rate rather than the 57 dollars I am being charged now. I also feel that it is unfair that a small group of residents are having to pay a much higher rate than other Aqua Fria districts. Please bring us some relief in this matter. I am bringing down property values etc. I don't plan on moving and if the rates continue to climb I won't have much choice but to start letting my plants go without water. I also would have cut back in other areas. The people who live in Crossriver, and the other areas affected by these increases should not have to go without in order to have one of the basic necessities of life.**

Respectfully,  
Barbara Mathews  
11853 West Donald Court Sun  
City 85373

*Barbara Mathews*  
*Crossriver*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



BARBARA MATHEWS  
 For service at:  
 11853 W DONALD CT  
 SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
 mywater@epcor.com

Bill date: August 11, 2014

**Your Water Bill**

**Your Account**

Account number 0406482  
 District Aqua Fria

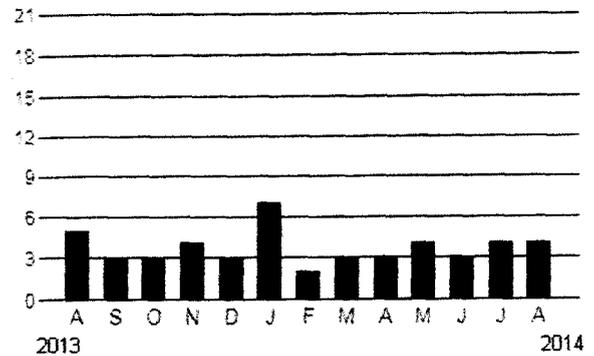
**Your Balance**

Amount of your last bill \$119.47  
 Your payments as of Aug 11, 2014 (thank you) -\$119.46  
**Total Prior Balance \$0.01**  
 (Due Immediately)

**Current Charges \$121.56**  
 (Due September 02, 2014)

<b>Total Amount</b>	<b>\$121.57</b>
---------------------	-----------------

**Monthly Usage**



Detach and mail this portion with your payment

Account Number: 0406482

Pay your bill online, by phone or by mail.  
 See back for details.

Amount Due: \$121.57  
 Due Date: September 02, 2014

Amount Paid: \$

003970 000004392



BARBARA MATHEWS  
 11853 W DONALD CT  
 SUN CITY AZ 85373-5468

EPCOR Water  
 PO Box 80036  
 Prescott, AZ 86304-8036



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BARBARA MATHEWS  
Account 0406482

### Bill Period & Meter Information

Billing Period Jul 08 to Aug 07 (30 days)  
Rate Type: AZ Residential

Service Address	11853 W DONALD CT SUN CITY, AZ 85373
Premise Number	230126081
Meter Number	S52186035
Meter Type	3/4 inch
Unit of Measure	Thousand Gallons
Meter reading on Aug 07 (actual)	126
Meter reading on Jul 08 (actual)	122
<b>Total Water Usage</b>	<b>4</b>

### Current Activity

#### Your Water Charges

Water Basic Service	\$22.61
Cost of water you used (Jul 08-Aug 07)	
4.00 Gallons X \$2.9772	\$11.91
Ground Water Withdrawal Fee	\$0.04
<b>Subtotal of Water Charges</b>	<b>\$34.56</b>

#### Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36
Sewer Volume (Jul 08-Aug 07)	
4.00 Gallons X \$6.9782	\$27.91
ACC Regulatory Assessment Chrg	\$0.20
<b>Subtotal of Water Charges</b>	<b>\$85.47</b>

### Your Other Charges

ACC Regulatory Assessment Chrg	\$0.08
WhiteTank HUF Basic Svc Credit	-\$0.46
WhiteTank HUF Commodity Credit	-\$0.25
<b>Subtotal of Other Charges</b>	<b>-\$0.63</b>

### Your Taxes

County Tax - Maricopa	\$0.24
State Tax - Arizona	\$1.89
Water Use Tax - Arizona	\$0.03
<b>Subtotal of Taxes</b>	<b>\$2.16</b>

**Total Current Charges** **\$121.56**

### Important Information

On August 1, 2014, the Arizona Corporation Commission Assessment Charge will be adjusted for all Arizona customers. Questions? Please call 1-800-383-0834.

On July 22, the Arizona Corporation Commission directed EPCOR to review different options for how your wastewater rates are calculated. Visit [epcor.com](http://epcor.com) for more information.

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit changed. For example, customers with a 5/8 x 3/4-inch meter will receive a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

## Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036  
Phone: 1-800-383-0834  
Online: [www.epcor.com](http://www.epcor.com)

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)

Docket No. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

Attached is a copy of our most recent EPCOR water bill for \$170.70 which \$106.45 is just for wastewater. Our trash pick-up is not included in our water bills like most municipalities include trash pick-up with the water bills. This is obscene.

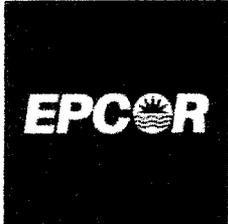
We live in CrossRiver and now are considering moving due to the high water bills. Many other residents in CrossRiver and DosRios are also looking to relocate for the same reason. We used to have green grass in our green belts, however, it is disappearing due to water costs. EPCOR is destroying our neighborhoods by charging excessive rates and their billing practices are unethical. Only a two day grace period to pay bills and rounding off water usage to nearest 1,000 gal. We should be charged for what we use not rounded off.

Sun City West has not had rate increases for over 8 yrs. They think they are an exception and entitled to low water rates. Our income is also limited and we just cannot afford these costs. We need reasonable wastewater/water rates! Please, I encourage you to consolidate the water districts to reach fair and reasonable wastewater/water rates. Eliminate the wastewater volumetric charge of \$57.36 p/mo. Why did American Water/EPCOR build a new wastewater treatment plant in a down economy then expect our communities bear the costs even if we will never use the White Tanks facility.

With another 20% increase in January 2015, our wastewater bills will be difficult to bear.  
HELP US NOW!



Name: Mary Ann Hughes  
Address: 11841 West Donald Ct., Sun City, AZ 85373  
Resident of: CrossRiver  
Email: mahughes10@cox.net  
Contact info: 623-466-00029



**EPCOR WATER**

DAN HUGHES  
For service at:  
11841 W DONALD CT  
SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

Bill date: August 11, 2014

**Your Water Bill**

**Your Account**

Account number 0411271  
District Aqua Fria

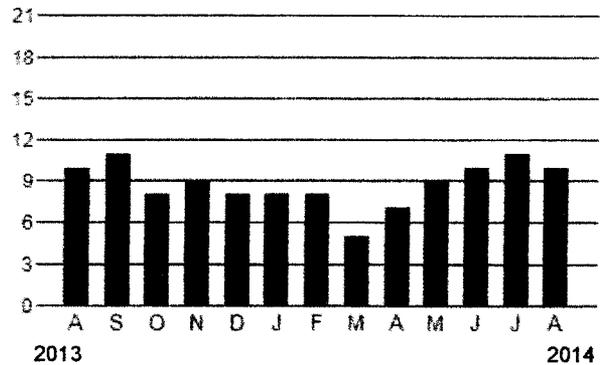
**Your Balance**

Amount of your last bill \$172.67  
Your payments as of Aug 11, 2014 (thank you) -\$172.67  
Total Prior Balance \$0.00

Current Charges \$170.70  
(Due September 02, 2014)

**Total Amount \$170.70**

**Monthly Usage**



Detach and mail this portion with your payment.

Account Number: 0411271

Pay your bill online, by phone or by mail.  
See back for details.

Amount Due: \$170.70  
Due Date: September 02, 2014

Amount Paid: \$

DAN HUGHES  
11841 W DONALD CT  
SUN CITY, AZ 85373

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036



00023041127130000000000017070019

DAN HUGHES  
Account 0411271

### Bill Period & Meter Information

Billing Period Jul 08 to Aug 07 (30 days)  
Rate Type: AZ Residential

Service Address	11841 W DONALD CT SUN CITY, AZ 85373
Premise Number	230126074
Meter Number	S52186205
Meter Type	3/4 inch
Unit of Measure	Thousand Gallons
Meter reading on Aug 07 (actual)	278
Meter reading on Jul 08 (actual)	268
<b>Total Water Usage</b>	<b>10</b>

### Current Activity

#### Your Water Charges

Water Basic Service	\$22.61
Cost of water you used (Jul 08-Aug 07)	
4.00 Gallons X \$2.9772	\$11.91
6.00 Gallons X \$4.4527	\$26.72
Ground Water Withdrawal Fee	\$0.10
<b>Subtotal of Water Charges</b>	<b>\$61.34</b>

#### Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36
Sewer Volume (Jul 08-Aug 07)	
7.00 Gallons X \$6.9782	\$48.85
ACC Regulatory Assessment Chrg	\$0.24
<b>Subtotal of Water Charges</b>	<b>\$106.45</b>

### Your Other Charges

ACC Regulatory Assessment Chrg	\$0.14
WhiteTank HUF Basic Svc Credit	-\$0.46
WhiteTank HUF Commodity Credit	-\$0.63

**Subtotal of Other Charges** **-\$0.95**

### Your Taxes

County Tax - Maricopa	\$0.42
State Tax - Arizona	\$3.37
Water Use Tax - Arizona	\$0.07

**Subtotal of Taxes** **\$3.86**

**Total Current Charges** **\$170.70**

### Important Information

On August 1, 2014, the Arizona Corporation Commission Assessment Charge will be adjusted for all Arizona customers. Questions? Please call 1-800-383-0834.

On July 22, the Arizona Corporation Commission directed EPCOR to review different options for how your wastewater rates are calculated. Visit [epcor.com](http://epcor.com) for more information.

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit changed. For example, customers with a 5/8 x 3/4-inch meter will receive a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

## Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-) Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY) SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

I have owned my home for 7.5 years now. Over the course of this time, my water bills have drastically increased. When I first purchased the home 7.5 years ago, our average water bill was approximately \$80 per month. As the years have gone on, this has increased. My average bill in 2102 was around \$115 per month. My average bill in 2013 was around \$130 per month. Now in 2014, my average bill is around \$160 per month. Nothing has changed over the last last 7.5 years to have such an increase in my water bills except for the increased rates the water company has placed on our community. If you look back at all my bills, my usage is exactly the same in a given month as they were in prior years. Please take action to reduce the extremely high water bills our community is being hit with.

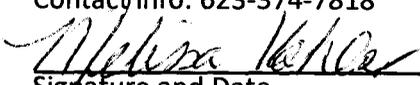
Name: Melissa Kohler

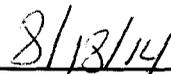
Address: 23239 N 121st Dr., Sun City, AZ 85373

Resident of: Crossriver

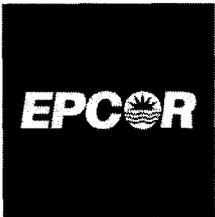
Email: mkohler1@centurylink.net

Contact info: 623-374-7818

  
Signature and Date



Attention: ACC docket control



**EPCOR WATER**

MELISSA & TERRY KOHLER  
For service at:  
23239 N 121ST DR  
SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

Bill date: August 11, 2014

**Your Water Bill**

**Your Account**

Account number 0287395  
District Aqua Fria

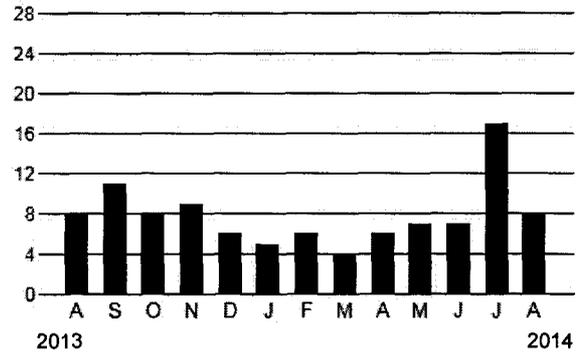
**Your Balance**

Amount of your last bill \$203.70  
Your payments as of Aug 11, 2014 (thank you) -\$203.70  
Adjustment \$3.06  
**Total Prior Balance \$3.06**  
(Due Immediately)

**Current Charges \$161.31**  
(Due September 02, 2014)

**Total Amount \$164.37**

**Monthly Usage**



Detach and mail this portion with your payment.

Account Number: 0287395

Pay your bill online, by phone or by mail.  
See back for details.

Amount Due: \$164.37

Due Date: September 02, 2014

Amount Paid: \$

Amount Paid: \$

MELISSA & TERRY KOHLER  
23239 N 121ST DR  
SUN CITY, AZ 85373

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036



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### Bill Period & Meter Information

Billing Period Jul 08 to Aug 07 (30 days)  
Rate Type: AZ Residential

Service Address	23239 N 121ST DR SUN CITY, AZ 85373
Premise Number	230126266
Meter Number	S49777784
Meter Type	3/4 inch
Unit of Measure	Thousand Gallons
Meter reading on Aug 07 (actual)	772
Meter reading on Jul 08 (actual)	764
<b>Total Water Usage</b>	<b>8</b>

### Current Activity

#### Your Water Charges

Water Basic Service	\$22.61
Cost of water you used (Jul 08-Aug 07)	
4.00 Gallons X \$2.9772	\$11.91
4.00 Gallons X \$4.4527	\$17.81
Ground Water Withdrawal Fee	\$0.08
<b>Subtotal of Water Charges</b>	<b>\$52.41</b>

#### Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36
Sewer Volume (Jul 08-Aug 07)	
7.00 Gallons X \$6.9782	\$48.85
ACC Regulatory Assessment Chrg	\$0.24
<b>Subtotal of Water Charges</b>	<b>\$106.45</b>

### Your Other Charges

ACC Regulatory Assessment Chrg	\$0.12
WhiteTank HUF Basic Svc Credit	-\$0.46
WhiteTank HUF Commodity Credit	-\$0.50
<b>Subtotal of Other Charges</b>	<b>-\$0.84</b>

### Your Taxes

County Tax - Maricopa	\$0.36
State Tax - Arizona	\$2.88
Water Use Tax - Arizona	\$0.05
<b>Subtotal of Taxes</b>	<b>\$3.29</b>

**Total Current Charges** **\$161.31**

### Important Information

On August 1, 2014, the Arizona Corporation Commission Assessment Charge will be adjusted for all Arizona customers. Questions? Please call 1-800-383-0834.

On July 22, the Arizona Corporation Commission directed EPCOR to review different options for how your wastewater rates are calculated. Visit [epcor.com](http://epcor.com) for more information.

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit changed. For example, customers with a 5/8 x 3/4-inch meter will receive a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

MELISSA & TERRY KOHLER  
Account 0287395

**Important Information**

What's the biggest water user in your home? It's actually your toilet and it makes up nearly 30% of your total indoor water use. For more conservation tips, visit [epcor.com](http://epcor.com).

The due date pertains to current charges only. Any past due balance should be paid immediately.



MELISSA & TERRY KOHLER  
 For service at:  
 23239 N 121ST DR  
 SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**  
 24 hrs / 7 days a week

www.epcor.com  
 mywater@epcor.com

Bill date: July 10, 2014

**Your Water Bill**

**Your Account**

Account number 0287395  
 District Aqua Fria

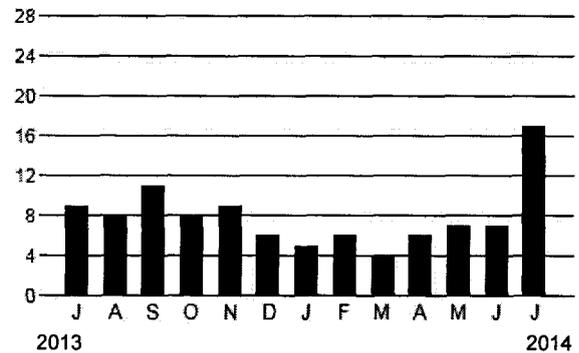
**Your Balance**

Amount of your last bill \$156.35  
 Your payments as of Jul 10, 2014 (thank you) -\$156.35  
**Total Prior Balance \$0.00**

**Current Charges \$203.70**  
 (Due July 30, 2014)

<b>Total Amount</b>	<b>\$203.70</b>
---------------------	-----------------

**Monthly Usage**



-----  
 Detach and mail this portion with your payment.

Account Number: 0287395

Pay your bill online, by phone or by mail.  
 See back for details.

**Amount Due: \$203.70**

**Due Date: July 30, 2014**

Amount Paid: \$

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 MELISSA & TERRY KOHLER  
 23239 N 121ST DR  
 SUN CITY AZ 85373-5640

EPCOR Water  
 PO Box 80036  
 Prescott, AZ 86304-8036

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MELISSA & TERRY KOHLER  
Account 0287395

### Bill Period & Meter Information

Billing Period Jun 06 to Jul 08 (32 days)  
Rate Type: AZ Residential

Service Address	23239 N 121ST DR
	SUN CITY, AZ 85373
Premise Number	230126266
Meter Number	S49777784
Meter Type	3/4 inch
Unit of Measure	Thousand Gallons
Meter reading on Jul 08 (actual)	764
Meter reading on Jun 06 (actual)	747
<b>Total Water Usage</b>	<b>17</b>

### Current Activity

#### Your Water Charges

Water Basic Service	\$15.89
Cost of water you used (Jun 06-Jun 30)	
3.00 Gallons X \$2.791	\$8.37
6.75 Gallons X \$4.1742	\$28.18
3.00 Gallons X \$5.09582	\$15.29
Ground Water Withdrawal Fee	\$0.13
Water Basic Service	\$5.66
Cost of water you used (Jul 01-Jul 08)	
1.00 Gallons X \$2.9772	\$2.98
2.25 Gallons X \$4.4527	\$10.02
1.00 Gallons X \$5.4301	\$5.43
Ground Water Withdrawal Fee	\$0.04
<b>Subtotal of Water Charges</b>	<b>\$91.99</b>

#### Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36
Sewer Volume (Jun 06-Jul 08)	
7.00 Gallons X \$6.9782	\$48.85
ACC Regulatory Assessment Chrg	\$0.22

**Subtotal of Water Charges** **\$106.43**

#### Your Other Charges

ACC Regulatory Assessment Chrg	\$0.14
WhiteTank HUF Basic Svc Credit	-\$0.11
WhiteTank HUF Commodity Credit	-\$0.26
ACC Regulatory Assessment Chrg	\$0.05
WhiteTank HUF Basic Svc Credit	-\$0.12
WhiteTank HUF Commodity Credit	-\$0.27

**Subtotal of Other Charges** **-\$0.57**

#### Your Taxes

County Tax - Maricopa	\$0.64
State Tax - Arizona	\$5.10
Water Use Tax - Arizona	\$0.11

**Subtotal of Taxes** **\$5.85**

**Total Current Charges** **\$203.70**

### Important Information

Sign up for AutoPay and Paperless Billing for your chance to win an iPad Mini! Visit [epcor.com](http://epcor.com) for more information.

### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

MELISSA & TERRY KOHLER  
Account 0287395

**Important Information**

On July 1, 2014, the final phase of the three-phase water rate increase approved by the Arizona Corporation Commission in May 2012 goes into effect. For questions, please visit [epcor.com](http://epcor.com) or call 1-800-383-0834.

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit will change. For example, customers with a 5/8 x 3/4 inch meter will be given a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)

Docket Nos. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket :

COMMENTS:

Something needs to be done. my daughter cant  
afford her water. Its unfair. They need full  
consolidation now. They need relief. because  
pay doesn't go up if bills go up and Epcor  
goes up constantly. Please help Dos Rios in  
SVA City. Now!

Name: VINCENT BOCCIO

Address: 15379 W YUCATAN DR SURPRISE, AZ 85379

Resident of: (Your subdivision goes here) RANCHO GABRIELLA

Email: giants\_11@a.com

Contact info: 023 297 5505

  
Signature

Date 8/22/14

Attention: ACC docket control

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)

Docket Nos. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket :

COMMENTS:

This needs to stop. Our bill is too high & it is not fair. It is preventing us from selling our house. It also is impacting us that we can't start a family because our water bill is 2 or 3 times our budget plan. Our employer doesn't give us a raise for a high water bill. Full consolidation please help!

Name: Cristina Boccio

Address: 11939 W. Dos Rios Dr. Sun City, AZ  
85373

Resident of: (Your subdivision goes here) Dos Rios

Email: cristinabenavidez@aol.com

Contact info: 602-908-8899



Signature

Date 8/20/14

Attention: ACC docket control



**Questions / Emergency**

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

CRISTINA M BOCCIO  
For service at:  
11939 W DOS RIOS DR  
SUN CITY, AZ 85373

Bill date: July 10, 2014

**Your Water Bill**

**Your Account**

Account number 0407740  
District Aqua Fria

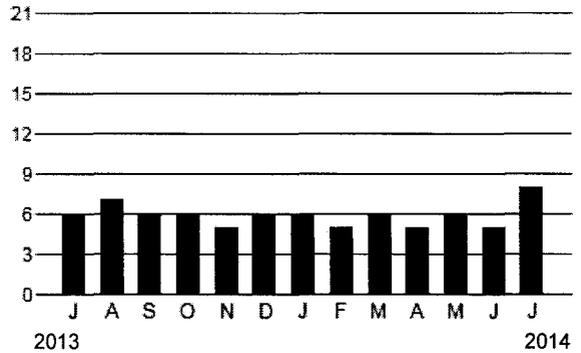
**Your Balance**

Amount of your last bill \$133.29  
Your payments as of Jul 10, 2014 (thank you) -\$133.29  
**Total Prior Balance \$0.00**

**Current Charges \$159.18**  
(Due July 30, 2014)

**Total Amount \$159.18**

**Monthly Usage**



1017  
E  
L  
P  
D  
H  
I  
E  
L  
P  
D

Detach and mail this portion with your payment.

Account Number: 0407740

Amount Due: \$159.18

Pay your bill online, by phone or by mail.  
See back for details.

Due Date: July 30, 2014

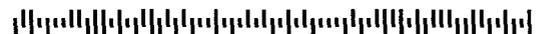
Amount Paid: \$

004040 000005138



CRISTINA M BOCCIO  
11939 W DOS RIOS DR  
SUN CITY AZ 85373-5060

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036



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CRISTINA M BOCCIO  
Account 0407740

### Bill Period & Meter Information

Billing Period Jun 06 to Jul 08 (32 days)

Rate Type: AZ Residential

**Service Address** 11939 W DOS RIOS DR  
SUN CITY, AZ 85373

**Premise Number** 230133164

**Meter Number** S51023356  
**Meter Type** 3/4 inch  
Unit of Measure Thousand Gallons  
Meter reading on Jul 08 (actual) 286  
Meter reading on Jun 06 (actual) 278

**Total Water Usage** 8

### Current Activity

#### Your Water Charges

Water Basic Service \$15.89  
Cost of water you used (Jun 06-Jun 30)  
3.00 Gallons X \$2.791 \$8.37  
3.00 Gallons X \$4.1742 \$12.52  
Ground Water Withdrawal Fee \$0.06  
Water Basic Service \$5.66  
Cost of water you used (Jul 01-Jul 08)  
1.00 Gallons X \$2.9772 \$2.98  
1.00 Gallons X \$4.4527 \$4.45  
Ground Water Withdrawal Fee \$0.02

**Subtotal of Water Charges** \$49.95

#### Your Wastewater Treatment Charges

Sewer Basic Service \$57.36  
Sewer Volume (Jun 06-Jul 08)

7.00 Gallons X \$6.9782 \$48.85  
ACC Regulatory Assessment Chrg \$0.22

**Subtotal of Water Charges** \$106.43

#### Your Other Charges

ACC Regulatory Assessment Chrg \$0.08  
WhiteTank HUF Basic Svc Credit -\$0.11  
WhiteTank HUF Commodity Credit -\$0.12  
ACC Regulatory Assessment Chrg \$0.03  
WhiteTank HUF Basic Svc Credit -\$0.12  
WhiteTank HUF Commodity Credit -\$0.13

**Subtotal of Other Charges** -\$0.37

#### Your Taxes

County Tax - Maricopa \$0.35  
State Tax - Arizona \$2.77  
Water Use Tax - Arizona \$0.05

**Subtotal of Taxes** \$3.17

**Total Current Charges** \$159.18

### Important Information

Sign up for AutoPay and Paperless Billing for your chance to win an iPad Mini! Visit [epcor.com](http://epcor.com) for more information.

On July 1, 2014, the final phase of the three-phase water rate increase approved by the Arizona Corporation Commission in May 2012 goes into effect. For questions, please visit [epcor.com](http://epcor.com) or call 1-800-383-0834.

### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

CRISTINA M BOCCIO  
Account 0407740

**Important Information**

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit will change. For example, customers with a 5/8 x 3/4 inch meter will be given a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.



Questions / Emergency

1-800-383-0834

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

CRISTINA M BOCCIO  
For service at:  
11939 W DOS RIOS DR  
SUN CITY, AZ 85373

Bill date: August 11, 2014

Your Water Bill

Your Account

Account number 0407740  
District Aqua Fria

Your Balance

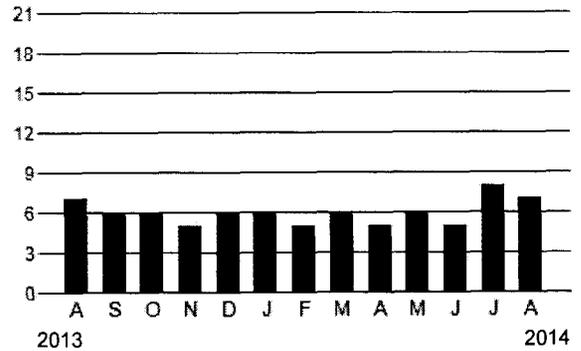
Amount of your last bill \$159.18  
Your payments as of Aug 11, 2014 (thank you) -\$159.18  
Total Prior Balance \$0.00

Current Charges \$156.62  
(Due September 02, 2014)

Total Amount \$156.62

10734

Monthly Usage



Detach and mail this portion with your payment.

Account Number: 0407740

Amount Due: \$156.62

Pay your bill online, by phone or by mail.  
See back for details.

Due Date: September 02, 2014

Amount Paid: \$

CRISTINA M BOCCIO  
11939 W DOS RIOS DR  
SUN CITY, AZ 85373

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036



00023040774030000000000015662016

### Bill Period & Meter Information

Billing Period Jul 08 to Aug 07 (30 days)

Rate Type: AZ Residential

Service Address	11939 W DOS RIOS DR SUN CITY, AZ 85373
Premise Number	230133164
Meter Number	S51023356
Meter Type	3/4 inch
Unit of Measure	Thousand Gallons
Meter reading on Aug 07 (actual)	293
Meter reading on Jul 08 (actual)	286
<b>Total Water Usage</b>	<b>7</b>

### Current Activity

#### Your Water Charges

Water Basic Service	\$22.61
Cost of water you used (Jul 08-Aug 07)	
4.00 Gallons X \$2.9772	\$11.91
3.00 Gallons X \$4.4527	\$13.36
Ground Water Withdrawal Fee	\$0.07
<b>Subtotal of Water Charges</b>	<b>\$47.95</b>

#### Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36
Sewer Volume (Jul 08-Aug 07)	
7.00 Gallons X \$6.9782	\$48.85
ACC Regulatory Assessment Chrg	\$0.24
<b>Subtotal of Water Charges</b>	<b>\$106.45</b>

### Your Other Charges

ACC Regulatory Assessment Chrg	\$0.11
WhiteTank HUF Basic Svc Credit	-\$0.46
WhiteTank HUF Commodity Credit	-\$0.44
<b>Subtotal of Other Charges</b>	<b>-\$0.79</b>

### Your Taxes

County Tax - Maricopa	\$0.33
State Tax - Arizona	\$2.63
Water Use Tax - Arizona	\$0.05
<b>Subtotal of Taxes</b>	<b>\$3.01</b>

**Total Current Charges** **\$156.62**

### Important Information

On August 1, 2014, the Arizona Corporation Commission Assessment Charge will be adjusted for all Arizona customers. Questions? Please call 1-800-383-0834.

On July 22, the Arizona Corporation Commission directed EPCOR to review different options for how your wastewater rates are calculated. Visit [epcor.com](http://epcor.com) for more information.

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit changed. For example, customers with a 5/8 x 3/4-inch meter will receive a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

## Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

CRISTINA M BOCCIO  
Account 0407740

### **Important Information**

What's the biggest water user in your home? It's actually your toilet and it makes up nearly 30% of your total indoor water use. For more conservation tips, visit [epcor.com](http://epcor.com).

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)

Docket Nos. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket :

COMMENTS:

He. My family needs help ASAP.  
They are drowning in there water  
bill. It is is not fair to they  
They want to have kids and  
it isn't an easy decision b/c  
they are worried about their  
bill. Please help ~~Do~~ River  
now! Consolidation please!

Name: Connie Marino

Address: 8045 W Lockland Ct. Peoria, AZ

Resident of: (Your subdivision goes here) New River  
Shores

85382

Email: cmnycg@aol.com

Contact info: 602 4039110



Signature

Date 8/22/14

Attention: ACC docket control

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)

Docket No. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

I believe our water bills are just too  
extremely high and are putting my family  
in a very tough financial position, especially  
when we know our surrounding areas are  
not paying anything remotely close to what  
we are. We don't have a choice but to pay  
our bills and Epcor knows that.

Name: Sharon Hager  
Address: 12220 W. Village Hermosa Ln, Sun City 85373  
Resident of: (Your subdivision goes here) CROSS RIVER  
Email: SHager4@Centurylink.net  
Contact info:

Sharon Hager 8/18/14  
Signature and Date

Attention: ACC docket control

SHARON A HAGER  
Account 0321644

### Bill Period & Meter Information

Billing Period May 07 to Jun 06 (30 days)

Rate Type: AZ Residential

Service Address 12220 W VILLA HERMOSA LN  
SUN CITY, AZ 85373

Premise Number 230126523

Meter Number S51228002

Meter Type 3/4 inch

Unit of Measure Thousand Gallons

Meter reading on Jun 06 (actual) 616

Meter reading on May 07 (actual) 605

---

Total Water Usage 11

### Current Activity

#### Your Water Charges

Water Basic Service \$21.19

Cost of water you used (May 07-Jun 06)

4.00 Gallons X \$2.791 \$11.16

7.00 Gallons X \$4.1742 \$29.22

Ground Water Withdrawal Fee \$0.11

---

Subtotal of Water Charges \$61.68

#### Your Wastewater Treatment Charges

Sewer Basic Service \$57.36

Sewer Volume (May 07-Jun 06)

7.00 Gallons X \$6.9782 \$48.65

ACC Regulatory Assessment Chrg \$0.22

---

Subtotal of Water Charges \$106.43

#### Your Other Charges

ACC Regulatory Assessment Chrg \$0.13

WhiteTank HUF Basic Svc Credit -\$0.14

WhiteTank HUF Commodity Credit -\$0.23

---

Subtotal of Other Charges -\$0.24

#### Your Taxes

County Tax - Maricopa \$0.43

State Tax - Arizona \$3.43

Water Use Tax - Arizona \$0.07

---

Subtotal of Taxes \$3.93

**Total Current Charges \$171.80**

### Important Information

On July 1, 2014, EPCOR Water will implement the final phase of the three-phase water rate increase approved by the Arizona Corporation Commission in May 2012. For questions, please visit [epcor.com](http://epcor.com) or call 1-800-383-0834.

## Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)



SHARON A HAGER  
 For service at:  
 12220 W VILLA HERMOSA LN  
 SUN CITY, AZ 85373

*SH*

**Questions / Emergency**

**1-800-383-0834**  
 24 hrs / 7 days a week

www.epcor.com  
 mywater@epcor.com

Bill date: July 10, 2014

**Your Water Bill**

**Your Account**

Account number 0321644  
 District Aqua Fria

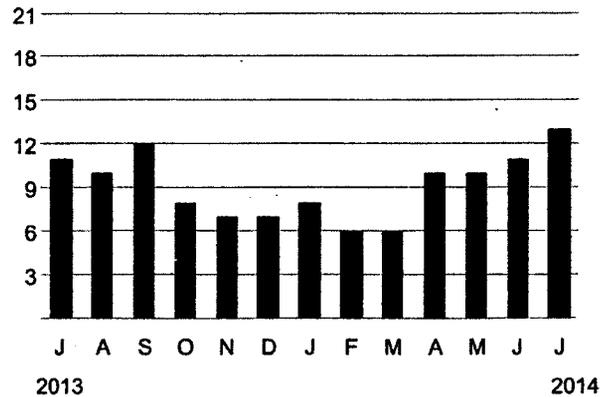
**Your Balance**

Amount of your last bill \$171.80  
 Your payments as of Jul 10, 2014 (thank you) -\$171.80  
 Total Prior Balance \$0.00

Current Charges \$181.70  
 (Due July 30, 2014)

**Total Amount \$181.70**

**Monthly Usage**



Detach and mail this portion with your payment.

EP011407.10-4679-000005988

Account Number: 0321644

Pay your bill online, by phone or by mail.  
 See back for details.

**Amount Due: \$181.70**  
**Due Date: July 30, 2014**

Amount Paid: \$

002340 000005988

SHARON A HAGER



EPCOR Water  
 PO Box 80036

Rate Type: AZ Residential

Service Address 12220 W VILLA HERMOSA LN  
 SUN CITY, AZ 85373

Premise Number 230126523

Meter Number S51228002

Meter Type 3/4 inch

Unit of Measure Thousand Gallons

Meter reading on Jul 08 (actual) 629

Meter reading on Jun 06 (actual) 616

Total Water Usage 13

**Current Activity**

**Your Water Charges**

Water Basic Service \$15.89

Cost of water you used (Jun 06-Jun 30)

3.00 Gallons X \$2.791 \$8.37

6.75 Gallons X \$4.1742 \$28.18

Ground Water Withdrawal Fee \$0.10

Water Basic Service \$5.66

Cost of water you used (Jul 01-Jul 08)

1.00 Gallons X \$2.9772 \$2.98

2.25 Gallons X \$4.4527 \$10.02

Ground Water Withdrawal Fee \$0.03

Subtotal of Water Charges \$71.23

**Your Wastewater Treatment Charges**

Sewer Basic Service \$57.36

Sewer Volume (Jun 06-Jul 08)

Subtotal of Water Charges \$106.43

**Your Other Charges**

ACC Regulatory Assessment Chrg \$0.11

WhiteTank HUF Basic Svc Credit -\$0.11

WhiteTank HUF Commodity Credit -\$0.20

ACC Regulatory Assessment Chrg \$0.04

WhiteTank HUF Basic Svc Credit -\$0.12

WhiteTank HUF Commodity Credit -\$0.20

Subtotal of Other Charges -\$0.48

**Your Taxes**

County Tax - Maricopa \$0.49

State Tax - Arizona \$3.95

Water Use Tax - Arizona \$0.08

Subtotal of Taxes \$4.52

**Total Current Charges \$181.70**

**Important Information**

Sign up for AutoPay and Paperless Billing for your chance to win an iPad Mini! Visit [epcor.com](http://epcor.com) for more information.

On July 1, 2014, the final phase of the three-phase water rate increase approved by the Arizona Corporation Commission in May 2012 goes into effect. For questions, please visit [epcor.com](http://epcor.com) or call 1-800-383-0834.

**Paying Your Bill**

Mail: EPCOR Water  
 PO Box 80036  
 Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)

Docket No. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

Our hope is that this is read...  
We are astonished by the difference in the  
cost of the water bills in our new home; compared to our old home.  
We have never had a water bill this  
high. We lived in a house less than  
10 miles away this time last year and  
paid significantly less. We are a family  
of 3 people, whose usage habits have  
only changed to use less water because

Name: Kerri & Jason Felix  
Address: 12037 W. Patrick Ct Sun City 85373  
Resident of: (Your subdivision goes here) Crossriver  
Email: Kerri.felix@cox.net  
Contact info: 623-234-8740

Kerri Felix 8-19-14

Signature and Date

Attention: ACC docket control

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)

Docket No. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket:

*Continued*

COMMENTS:

of the high cost of the water. It is odd that our usage appears higher with Epcor, than with Rose Valley considering our efforts to use less water. It appears the cost per gallon is significantly higher using Epcor water than with Rose Valley water. Is the water... different? How can one company charge more than another? We, as well as others

Name: *Kerri & Jason Felix*  
Address: *12237 W. Patrick Ct Sun City 85373*  
Resident of: (Your subdivision goes here) *Crossriver*  
Email: *Kerrifelix@cox.net*  
Contact info: *602-934-8766*

*Kerri Felix 8-19-14*

Signature and Date

Attention: ACC docket control

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)

Docket No. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket:

*Continued*

COMMENTS:

In our community feel something needs to be done about these high cost water bills. Neighbors with pools pay less than we do for more usage. How is that possible?! Are the readings inaccurate?

We hope someone does further investigation into EPCORs practice & service. We paid more in August for the same usage in July... but, paid less.

Name: Kerri + Jason Felix  
Address: 12237 W. Patrick Ct Sun City 85373  
Resident of: (Your subdivision goes here) Crossriver  
Email: Kerri.felix@cox.net  
Contact info: 623-236-8764

*Kerri Felix 8-19-14*

Signature and Date

Attention: ACC docket control



KERRI FELIX  
 For service at:  
 12237 W PATRICK LN  
 SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**  
 24 hrs / 7 days a week

www.epcor.com  
 mywater@epcor.com

Bill date: August 11, 2014

**Your Water Bill**

**Your Account**

Account number 0451646  
 District Aqua Fria

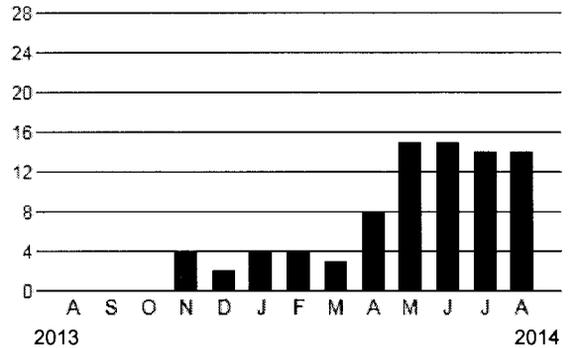
**Your Balance**

Amount of your last bill \$187.20  
 Your payments as of Aug 11, 2014 (thank you) -\$187.20  
**Total Prior Balance \$0.00**

**Current Charges \$190.50**  
 (Due September 02, 2014)

<b>Total Amount</b>	<b>\$190.50</b>
---------------------	-----------------

**Monthly Usage**



Detach and mail this portion with your payment.

Account Number: 0451646

Pay your bill online, by phone or by mail.  
 See back for details.

**Amount Due: \$190.50**  
**Due Date: September 02, 2014**

Amount Paid: \$

003052 000004850  
  
 KERRI FELIX  
 12237 W PATRICK CT  
 SUN CITY AZ 85373-5630

EPCOR Water  
 PO Box 80036  
 Prescott, AZ 86304-8036

00023045164670000000000019050014



KERRI FELIX  
 For service at:  
 12237 W PATRICK LN  
 SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**  
 24 hrs / 7 days a week

www.epcor.com  
 mywater@epcor.com

Bill date: July 10, 2014

**Your Water Bill**

**Your Account**

Account number 0451646  
 District Aqua Fria

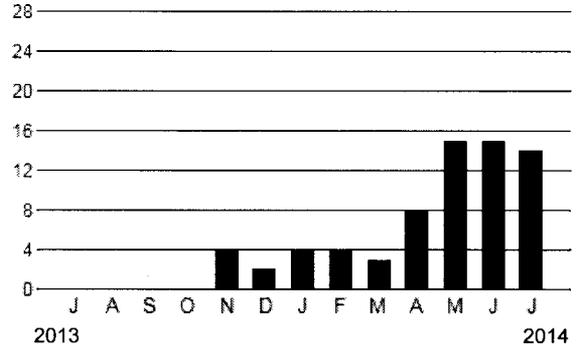
**Your Balance**

Amount of your last bill \$191.53  
 Your payments as of Jul 10, 2014 (thank you) -\$191.53  
**Total Prior Balance \$0.00**

**Current Charges \$187.20**  
 (Due July 30, 2014)

<b>Total Amount</b>	<b>\$187.20</b>
---------------------	-----------------

**Monthly Usage**



Detach and mail this portion with your payment.

Account Number: 0451646

Pay your bill online, by phone or by mail.  
 See back for details.

**Amount Due: \$187.20**

**Due Date: July 30, 2014**

Amount Paid: \$

003260 000005528



KERRI FELIX  
 12237 W PATRICK CT  
 SUN CITY AZ 85373-5630

EPCOR Water  
 PO Box 80036  
 Prescott, AZ 86304-8036



00023045164670000000000018720013

Customer Care: 1-800-383-0834

**ACCOUNT SUMMARY**

Customer Name: **KERRI FELIX**  
 Doing Business As:  
 E-mail Address: [kerrifelix@epcor.net](mailto:kerrifelix@epcor.net)  
 Phone Number:  
 Mailing Address: 12237 W PATRICK LN  
 SUN CITY, AZ 85373

Service Address: 12237 W PATRICK LN  
 SUN CITY, AZ 85373  
 Account Status: Active  
 Account: 451646

[View Current Bill](#)

**ACCOUNT SUMMARY**

Last Bill Amount: **\$190.50**  
 (Billed on Aug 11, 2014)

Last Payment: **(\$187.20)**  
 (Jul 29, 2014)

Current Charges: **\$190.50**  
 (Due Sep 2, 2014)

[Pay My Bill Now](#)

With AutoPay you'll never have to worry about paying your bill on time. Sign up today to have your bill automatically deducted from your bank account.

**Usage Graph**

Read Data

**NO WORRIES. IT'S PAID.**

Pay your bill on time, every time with AutoPay.

**MY PREFERENCES**

Payment Options: [One-Time Payment](#) [Change](#)

**Quick Links**

<a href="#">About Your Bill</a>	<a href="#">Your Water Efficiency &amp; Conservation</a>	<a href="#">Terms of Use</a>
<a href="#">Pay Your Bill Now</a>	<a href="#">Projects in Your Community</a>	<a href="#">High Usage</a>
<a href="#">Payment Options</a>	<a href="#">Frequently Asked Questions</a>	
<a href="#">Paperless Billing</a>		

[Community Pages](#) [Corporate](#) [Terms of Use](#) [Privacy](#)

*July*

Customer Care: 1-800-383-0834

**ACCOUNT SUMMARY**

Customer Name: **KERRI FELIX**  
 Doing Business As:  
 E-mail Address: [kerrifelix@epcor.net](mailto:kerrifelix@epcor.net)  
 Phone Number:  
 Mailing Address: 12237 W PATRICK LN  
 SUN CITY, AZ 85373

Service Address: 12237 W PATRICK LN  
 SUN CITY, AZ 85373  
 Account Status: Active  
 Account: 451646

[View Current Bill](#)

**ACCOUNT SUMMARY**

Last Bill Amount: **\$190.50**  
 (Billed on Aug 11, 2014)

Last Payment: **(\$187.20)**  
 (Jul 29, 2014)

Current Charges: **\$190.50**  
 (Due Sep 2, 2014)

[Pay My Bill Now](#)

With AutoPay you'll never have to worry about paying your bill on time. Sign up today to have your bill automatically deducted from your bank account.

**Usage Graph**

Read Data

**NO WORRIES. IT'S PAID.**

Pay your bill on time, every time with AutoPay.

**MY PREFERENCES**

Payment Options: [One-Time Payment](#) [Change](#)

**Quick Links**

<a href="#">About Your Bill</a>	<a href="#">Your Water Efficiency &amp; Conservation</a>	<a href="#">Terms of Use</a>
<a href="#">Pay Your Bill Now</a>	<a href="#">Projects in Your Community</a>	<a href="#">High Usage</a>
<a href="#">Payment Options</a>	<a href="#">Frequently Asked Questions</a>	
<a href="#">Paperless Billing</a>		

[Community Pages](#) [Corporate](#) [Terms of Use](#) [Privacy](#)

*August*

# STATEMENT

ACCOUNT NO.	SERVICE ADDRESS	STATEMENT DATE	DELINQUENT DATE	PAY THIS AMOUNT																
2299	8968 W RUNION DR	08/17/2013	09/02/2013	\$23.77																
METER READING DETAIL			BILLING SUMMARY																	
FROM	TO	PREVIOUS READING	CURRENT READING	USAGE																
07/02/2013	08/02/2013	124680	135050	10370																
<table style="width: 100%; border: none;"> <tr> <td style="width: 80%;">Previous Balance</td> <td style="text-align: right;">18.19</td> </tr> <tr> <td>Payments</td> <td style="text-align: right;">18.19</td> </tr> <tr> <td>Adjustments</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td> WATER</td> <td style="text-align: right;"> 21.60</td> </tr> <tr> <td>SUPER FUND TAX</td> <td style="text-align: right;">0.10</td> </tr> <tr> <td>SALES TAX</td> <td style="text-align: right;">2.07</td> </tr> <tr> <td> <b>PAY THIS AMOUNT</b></td> <td style="text-align: right;"> <b>\$23.77</b></td> </tr> <tr> <td colspan="2" style="padding-top: 10px;"><b>DO NOT PAY EZ PAY DATE IS 9-16-13 !</b></td> </tr> </table>					Previous Balance	18.19	Payments	18.19	Adjustments	0.00	 WATER	 21.60	SUPER FUND TAX	0.10	SALES TAX	2.07	 <b>PAY THIS AMOUNT</b>	 <b>\$23.77</b>	<b>DO NOT PAY EZ PAY DATE IS 9-16-13 !</b>	
Previous Balance	18.19																			
Payments	18.19																			
Adjustments	0.00																			
 WATER	 21.60																			
SUPER FUND TAX	0.10																			
SALES TAX	2.07																			
 <b>PAY THIS AMOUNT</b>	 <b>\$23.77</b>																			
<b>DO NOT PAY EZ PAY DATE IS 9-16-13 !</b>																				
MESSAGE AREA																				
<p>AZ Corporation Commission <u>Rule R-14-2-410</u>. Bills are due when rendered and delinquent <b>15 days</b> thereafter. Ten days following delinquent date, service may be discontinued. Service will be restored only after all past due and re-establishment fees are paid in full. Re-establishment fee is \$25.00.</p>																				

Payment Remittance Address:  
PO BOX 4266  
HOUSTON TX 77210-4266



www.rosevalleywaterco.com  
Hours: 9:00 a.m. - 4:00 p.m Monday thru Friday.  
- KEEP THIS TOP PORTION FOR YOUR RECORDS -

Customer Service:  
PO BOX 1444  
GREEN VALLEY AZ 85622-1444  
Phone: (623) 889-2275  
info@rosevalleywaterco.com

AR9 (06/11)

Please Detach and Return with Your Payment to Ensure Proper Credit

SERVICE ADDRESS		
8968 W RUNION DR		
ACCOUNT NUMBER	STATEMENT DATE	AMOUNT DUE
2299	08/17/2013	\$23.77
		AMOUNT ENCLOSED
		\$

Make checks payable to:  
**ROSE VALLEY WATER COMPANY**

**DO NOT PAY EZ PAY DATE IS 9-16-13 !**

3



PO BOX 1444 • GREEN VALLEY AZ 85622-1444

ADDRESSEE

KERRI FELIX  
8968 W RUNION DR  
PEORIA AZ 85382-6469

1- 750-1

REMIT TO

ROSE VALLEY WATER CO., INC  
PO BOX 4266  
HOUSTON TX 77210-4266

000000229900000023777

# STATEMENT

ACCOUNT NO.	SERVICE ADDRESS	STATEMENT DATE	DELINQUENT DATE	PAY THIS AMOUNT	
2299	8968 W RUNION DR	07/17/2013	08/02/2013	\$18.19	
METER READING DETAIL			BILLING SUMMARY		
FROM	TO	PREVIOUS READING	CURRENT READING	USAGE	
06/05/2013	07/02/2013	116850	124680	7830	
					Previous Balance 21.14
					Payments 21.14
					Adjustments 0.00
					WATER 16.52
					SUPER FUND TAX 0.08
					SALES TAX 1.59
MESSAGE AREA					
				<b>PAY THIS AMOUNT</b>	<b>\$18.19</b>
<b>DO NOT PAY EZ PAY DATE IS 8-16-13 !</b>					
<p style="font-size: small;">AZ Corporation Commission <u>Rule R-14-2-410</u> Bills are due when rendered and delinquent <b>15 days</b> thereafter. Ten days following delinquent date, service may be discontinued. Service will be restored only after all past due and re-establishment fees are paid in full. Re-establishment fee is \$25.00.</p>					

Payment Remittance Address:  
 PO BOX 4266  
 HOUSTON TX 77210-4266



www.rosevalleywaterco.com  
 Hours: 9:00 a.m. - 4:00 p.m Monday thru Friday.  
 - KEEP THIS TOP PORTION FOR YOUR RECORDS -

Customer Service:  
 PO BOX 1444  
 GREEN VALLEY AZ 85622-1444  
 Phone: (623) 889-2275  
 info@rosevalleywaterco.com

AIS (06/11)

Please Detach and Return with Your Payment to Ensure Proper Credit

SERVICE ADDRESS		
8968 W RUNION DR		
ACCOUNT NUMBER	STATEMENT DATE	AMOUNT DUE
2299	07/17/2013	\$18.19
	DELINQUENT DATE	AMOUNT ENCLOSED
	08/02/2013	\$

Make checks payable to:  
**ROSE VALLEY WATER COMPANY**

**DO NOT PAY EZ PAY DATE IS 8-16-13 !**

3



PO BOX 1444 • GREEN VALLEY AZ 85622-1444

**ADDRESSEE**

KERRI FELIX  
 8968 W RUNION DR  
 PEORIA AZ 85382-6469

1- 742-1

**REMIT TO**

ROSE VALLEY WATER CO., INC  
 PO BOX 4266  
 HOUSTON TX 77210-4266

000000229900000018195

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-) Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY) SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

Our water bill has continuously been  
high. We have no grass in our back  
yard, no pool and just a few drip  
systems in the front yard. I am begging  
you to consolidate so we can afford our  
water/sewer. Everyone says Sun City is on  
a fixed income. We ALL are! My husband  
WORKS ON COMMISSION and it has been extremely  
hard.

Name: Mike & Tracy Carsey  
Address: 12210 W Monte Lindo Ln, Sun City 85373  
Resident of: Crossriver  
Email: tracy.carsey@yahoo.com  
Contact info: 623-512-6813

Tracy Carsey 8/19/14  
Signature and Date

Attention: ACC docket control

TRACEY CARSEY  
 For service at:  
 12210 W MONTE LINDO LN  
 SUN CITY, AZ 85373

## Questions / Emergency

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
 mywater@epcor.com

Bill date: July 10, 2014

## Your Water Bill

### Your Account

Account number 0429915  
 District Aqua Fria

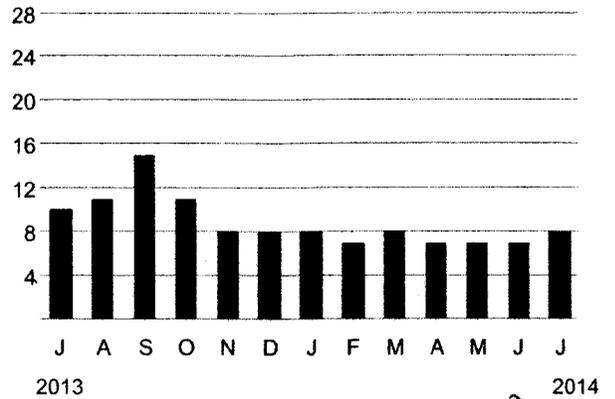
### Your Balance

Amount of your last bill \$154.04  
 Your payments as of Jul 10, 2014 (thank you) -\$154.04  
**Total Prior Balance \$0.00**

**Current Charges \$159.18**  
 (Due July 30, 2014)

**Total Amount \$159.18**

### Monthly Usage



7/28/14 (paid for 7/25 @ 2:06)  
 20661540139

Detach and mail this portion with your payment.

EP011407.10-4159-000006118

Account Number: 0429915

Pay your bill online, by phone or by mail.  
 See back for details.

**Amount Due: \$159.18**  
**Due Date: July 30, 2014**

Amount Paid: \$

002080 000006118

TRACEY CARSEY  
 12210 W MONTE LINDO LN  
 SUN CITY AZ 85373-5616

EPCOR Water  
 PO Box 80036  
 Prescott, AZ 86304-8036

00023042991550000000000015918010



### Questions / Emergency

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

TRACEY CARSEY  
For service at:  
12210 W MONTE LINDO LN  
SUN CITY, AZ 85373

Bill date: August 11, 2014

## Your Water Bill

### Your Account

Account number 0429915  
District Aqua Fria

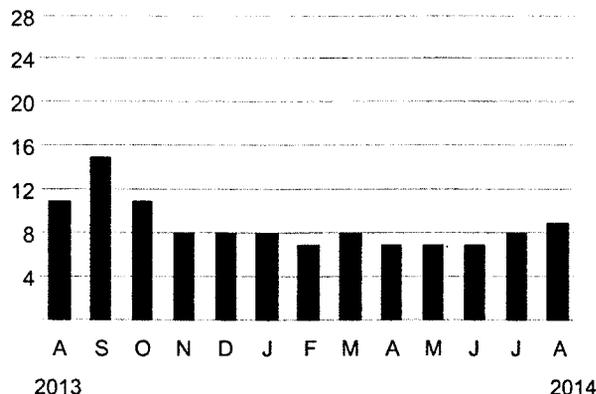
### Your Balance

Amount of your last bill \$159.18  
Your payments as of Aug 11, 2014 (thank you) -\$159.18  
**Total Prior Balance \$0.00**

**Current Charges \$166.00**  
(Due September 02, 2014)

**Total Amount \$166.00**

### Monthly Usage



Detach and mail this portion with your payment.

EP011408.11-4041-000005365

Account Number: 0429915

**Amount Due: \$166.00**

Pay your bill online, by phone or by mail.  
See back for details.

**Due Date: September 02, 2014**

Amount Paid: \$

002021 000005365



TRACEY CARSEY  
12210 W MONTE LINDO LN  
SUN CITY AZ 85373-5616



EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036



000230429915500000000000016600013

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-) Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY) SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

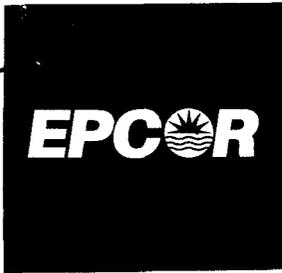
Attached is our June 2014 and July 2014 water bills. By way of comparison, in June 2007, we paid \$44.11 and in July 2007, we paid \$48.31. As you can see, in June 2014, we paid \$119.74 which is 271% more than in June 2007. We also paid \$131.67 in July 2014 which is 272% more than in July 2007. We are paying \$50 per month more or close to \$1,000 more per year which could have been invested for our 2 children's college education.

Name: Sean T. and Wen-ying Wright  
Address: 12012 W. Villa Hermosa Ln. Sun City, AZ 85373  
Resident of: (Your subdivision goes here) Cross River  
Email:  
Contact info: (623) 266-9333 or (623) 308-6772

Sean T. Wright 8/18/2014 Wen-ying Wright 8/18/14

Signature and Date

Attention: ACC docket control



**WATER**

SEAN WRIGHT  
For service at:  
12012 W VILLA HERMOSA LN  
SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

Bill date: July 10, 2014

**Your Water Bill**

**Your Account**

Account number 0282445  
District Aqua Fria

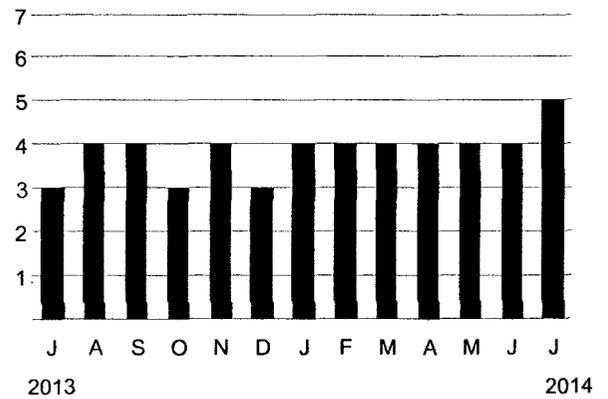
**Your Balance**

Amount of your last bill \$119.74  
Your payments as of Jul 10, 2014 (thank you) -\$119.74  
Total Prior Balance \$0.00

Current Charges \$131.67  
(Due July 30, 2014)

**Total Amount \$131.67**

**Monthly Usage**



*Paid 7/28/2014  
UB196E34*

Detach and mail this portion with your payment.

EP011407.10-4719-000005978

Account Number: 0282445

Pay your bill online, by phone or by mail.  
See back for details.

Amount Due: \$131.67  
Due Date: July 30, 2014

Amount Paid: \$

002360 000005978



SEAN WRIGHT  
C/O WEN - WYING WRIGHT  
12012 W VILLA HERMOSA LN  
SUN CITY AZ 85373-5602



EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036



000230282445900000000000013167010



234



### Questions / Emergency

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

SEAN WRIGHT

For service at:

12012 W VILLA HERMOSA LN  
SUN CITY, AZ 85373

Bill date: June 10, 2014

## Your Water Bill

### Your Account

Account number 0282445  
District Aqua Fria

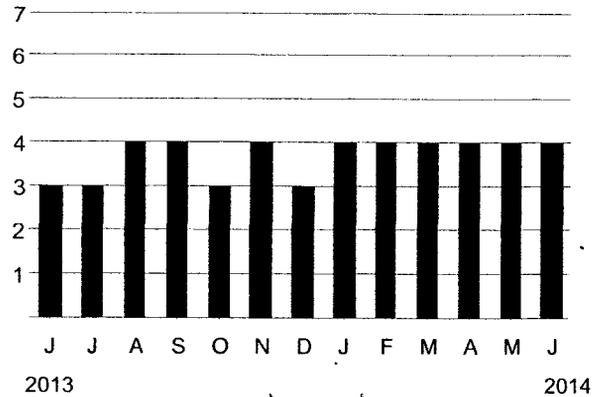
### Your Balance

Amount of your last bill \$119.74  
Your payments as of Jun 10, 2014 (thank you) -\$119.74  
Total Prior Balance \$0.00

Current Charges \$119.74  
(Due June 30, 2014)

**Total Amount \$119.74**

### Monthly Usage



*Kathleen transferred  
6/16/2014 Jason 10:AM  
0 in front of  
account number*

*check # 1937  
mailed  
6/17/2014*

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)

Docket No. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

Apcon has a free hand with  
the increases I've experienced  
over the last eight years.

The first year I lived here my  
monthly bill was \$42.00. Once Apcon  
took over it has steadily increased  
to a current monthly bill of \$120.00

Why are water bills here more than double of  
other neighborhoods within a five mile radius  
in the question.

Name: CHRISTINE ROSNER  
Address: 11739 W FOOTHILL DR  
Resident of: (Your subdivision goes here) CROSS RIVER  
Email: CROSNER49@YAHOO.COM  
Contact info:

*Christine Rosner*

8-19-14

Signature and Date

Attention: ACC docket control



Questions / Emergency

1-800-383-0834

24 hrs / 7 days a week

www.epcor.com

mywater@epcor.com

CHRISTINE ROSNER

For service at:

11739 W FOOTHILL DR  
SUN CITY, AZ 85373

Bill date: July 10, 2014

### Your Water Bill

#### Your Account

Account number 0264645  
District Aqua Fria

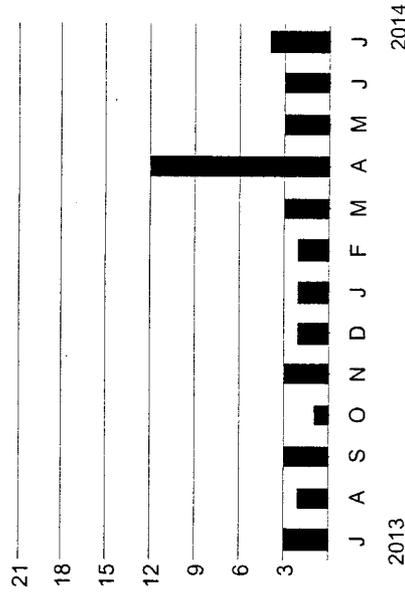
#### Your Balance

Amount of your last bill \$109.77  
Your payments as of Jul 10, 2014 (thank you) -\$109.77  
Total Prior Balance \$0.00

Current Charges \$120.19  
(Due July 30, 2014)

**Total Amount \$120.19**

#### Monthly Usage



CHRISTINE ROSNER  
Account 0264645

**Bill Period & Meter Information**

Billing Period Jun 06 to Jul 08 (32 days)  
Rate Type: AZ Residential

Service Address: 11739 W FOOTHILL DR  
SUN CITY, AZ 85373  
Premise Number: 230125924

Meter Number: S89519864  
Meter Type: 5/8 inch  
Unit of Measure: Thousand Gallons  
Meter reading on Jul 08 (actual): 150  
Meter reading on Jun 06 (actual): 146  
Total Water Usage: 4

**Your Other Charges**  
ACC Regulatory Assessment Chrg \$0.05  
WhiteTank HUF Basic Svc Credit -\$0.11  
WhiteTank HUF Commodity Credit -\$0.06  
ACC Regulatory Assessment Chrg \$0.02  
WhiteTank HUF Basic Svc Credit -\$0.12  
WhiteTank HUF Commodity Credit -\$0.06  
**Subtotal of Other Charges** **-\$0.28**

**Your Taxes**  
County Tax - Maricopa \$0.23  
State Tax - Arizona \$1.82  
Water Use Tax - Arizona \$0.03  
**Subtotal of Taxes** **\$2.08**

**Total Current Charges** **\$120.19**

**Important Information**

Sign up for AutoPay and Paperless Billing for your chance to win an iPad Mini! Visit epcor.com for more information.

On July 1, 2014, the final phase of the three-phase water rate increase approved by the Arizona Corporation Commission in May 2012 goes into effect. For questions, please visit epcor.com or call 1-800-383-0834.

**Current Activity**

**Your Water Charges**  
Water Basic Service \$15.89  
Cost of water you used (Jun 06-Jun 30)  
3.00 Gallons X \$2.791 \$8.37  
Ground Water Withdrawal Fee \$0.03  
Water Basic Service \$5.66  
Cost of water you used (Jul 01-Jul 08)  
1.00 Gallons X \$2.9772 \$2.98  
Ground Water Withdrawal Fee \$0.01

**Subtotal of Water Charges** **\$32.94**

**Your Wastewater Treatment Charges**

Sewer Basic Service \$57.36  
Sewer Volume (Jun 06-Jul 08)  
4.00 Gallons X \$6.9782 \$27.91  
ACC Regulatory Assessment Chrg \$0.18

**Subtotal of Water Charges** **\$85.45**

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)

Docket No. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

*Why is the waste water charges more than the amount of water usage?*

*Why are we paying higher rates than other places in the Valley?*

*I feel we should all be paying the same for water rates.*

Name: THOMAS FINNEGAN

Address: 12038 W. CAMINO VIVAZ

Resident of: (Your subdivision goes here) *Des Rio's*

Email: tomfin65@cox.net

Contact info:

*TH Finnegan*  
Signature and Date

Attention: ACC docket control

THOMAS FINNEGAN  
Account 0356537

### Bill Period & Meter Information

Billing Period Jun 06 to Jul 08 (32 days)

Rate Type: AZ Residential

**Service Address** 12028 W CAMINO VIVAZ  
SUN CITY, AZ 85373  
**Premise Number** 230133196  
**Meter Number** S51000032  
**Meter Type** 3/4 inch  
Unit of Measure Thousand Gallons  
Meter reading on Jul 08 (actual) 1122  
Meter reading on Jun 06 (actual) 1111

**Total Water Usage** 11

### Current Activity

#### Your Water Charges

Water Basic Service \$15.89  
Cost of water you used (Jun 06-Jun 30)  
3.00 Gallons X \$2.791 \$8.37  
5.25 Gallons X \$4.1742 \$21.91  
Ground Water Withdrawal Fee \$0.08  
Water Basic Service \$5.66  
Cost of water you used (Jul 01-Jul 08)  
1.00 Gallons X \$2.9772 \$2.98  
1.75 Gallons X \$4.4527 \$7.79  
Ground Water Withdrawal Fee \$0.03

**Subtotal of Water Charges** \$62.71

#### Your Wastewater Treatment Charges

Sewer Basic Service \$57.36  
Sewer Volume (Jun 06-Jul 08)

7.00 Gallons X \$6.9782 \$48.85  
ACC Regulatory Assessment Chrg \$0.22

**Subtotal of Water Charges** \$106.43

#### Your Other Charges

ACC Regulatory Assessment Chrg \$0.10  
WhiteTank HUF Basic Svc Credit -\$0.11  
WhiteTank HUF Commodity Credit -\$0.17  
ACC Regulatory Assessment Chrg \$0.03  
WhiteTank HUF Basic Svc Credit -\$0.12  
WhiteTank HUF Commodity Credit -\$0.17

**Subtotal of Other Charges** -\$0.44

#### Your Taxes

County Tax - Maricopa \$0.43  
State Tax - Arizona \$3.47  
Water Use Tax - Arizona \$0.07

**Subtotal of Taxes** \$3.97

**Total Current Charges** \$172.67

### Important Information

Sign up for AutoPay and Paperless Billing for your chance to win an iPad Mini! Visit [epcor.com](http://epcor.com) for more information.

On July 1, 2014, the final phase of the three-phase water rate increase approved by the Arizona Corporation Commission in May 2012 goes into effect. For questions, please visit [epcor.com](http://epcor.com) or call 1-800-383-0834.

### Bill Period & Meter Information

Billing Period Jul 08 to Aug 07 (30 days)  
Rate Type: AZ Residential

Service Address	12028 W CAMINO VIVAZ SUN CITY, AZ 85373
Premise Number	230133196
Meter Number	S51000032
Meter Type	3/4 inch
Unit of Measure	Thousand Gallons
Meter reading on Aug 07 (actual)	1134
Meter reading on Jul 08 (actual)	1122
<b>Total Water Usage</b>	<b>12</b>

### Current Activity

<b>Your Water Charges</b>	
Water Basic Service	\$22.61
Cost of water you used (Jul 08-Aug 07)	
4.00 Gallons X \$2.9772	\$11.91
8.00 Gallons X \$4.4527	\$35.62
Ground Water Withdrawal Fee	\$0.12
<b>Subtotal of Water Charges</b>	<b>\$70.26</b>
<b>Your Wastewater Treatment Charges</b>	
Sewer Basic Service	\$57.36
Sewer Volume (Jul 08-Aug 07)	
7.00 Gallons X \$6.9782	\$48.85
ACC Regulatory Assessment Chrg	\$0.24
<b>Subtotal of Water Charges</b>	<b>\$106.45</b>

### Your Other Charges

ACC Regulatory Assessment Chrg	\$0.16
WhiteTank HUF Basic Svc Credit	-\$0.46
WhiteTank HUF Commodity Credit	-\$0.75

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<b>Subtotal of Other Charges</b>	<b>-\$1.05</b>
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### Your Taxes

County Tax - Maricopa	\$0.48
State Tax - Arizona	\$3.86
Water Use Tax - Arizona	\$0.08

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<b>Subtotal of Taxes</b>	<b>\$4.42</b>
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<b>Total Current Charges</b>	<b>\$180.08</b>
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### Important Information

On August 1, 2014, the Arizona Corporation Commission Assessment Charge will be adjusted for all Arizona customers. Questions? Please call 1-800-383-0834.

On July 22, the Arizona Corporation Commission directed EPCOR to review different options for how your wastewater rates are calculated. Visit [epcor.com](http://epcor.com) for more information.

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit changed. For example, customers with a 5/8 x 3/4-inch meter will receive a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

BEFORE THE ARIZONA CORPORATION COMMISSION

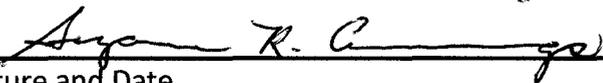
IN THE MATTER OF ARIZONA-) Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY) SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

We wish to file our complaint to the excessively high "waste water" charges on our residence. My husband and I are retired 70 year olds, on a fixed income. We have desert landscaping, no pool, run the dishwasher once a week, and average only 4 laundry washes a week. We are considering restricting toilet flushing following each use. I understand Sun City and Sun City West recieves a reduced rate. Well they are not the only retired people in the area. — Please take whatever measures necessary to reduce our rates.

Name: William and Suzanne Cummings  
Address: 11939 W. Jessie Ln. - Sun City, AZ 85373  
Resident of: (Your subdivision goes here) Cross River  
Email: bsinaz@yahoo.com  
Contact info:

  
Signature and Date

8-18-2014

Attention: ACC docket control

### Bill Period & Meter Information

Billing Period Jul 08 to Aug 07 (30 days)  
Rate Type: AZ Residential

Service Address	11939 W JESSIE LN SUN CITY, AZ 85373
Premise Number	230125751
Meter Number	S52339120
Meter Type	3/4 inch
Unit of Measure	Thousand Gallons
Meter reading on Aug 07 (actual)	226
Meter reading on Jul 08 (actual)	221
<b>Total Water Usage</b>	<b>5</b>

### Your Other Charges

ACC Regulatory Assessment Chrg	\$0.09
WhiteTank HUF Basic Svc Credit	-\$0.46
WhiteTank HUF Commodity Credit	-\$0.31
<b>Subtotal of Other Charges</b>	<b>-\$0.68</b>

### Your Taxes

County Tax - Maricopa	\$0.27
State Tax - Arizona	\$2.14
Water Use Tax - Arizona	\$0.03
<b>Subtotal of Taxes</b>	<b>\$2.44</b>

**Total Current Charges \$133.24**

### Current Activity

#### Your Water Charges

Water Basic Service	\$22.61
Cost of water you used (Jul 08-Aug 07)	
4.00 Gallons X \$2.9772	\$11.91
1.00 Gallons X \$4.4527	\$4.45
Ground Water Withdrawal Fee	\$0.05
<b>Subtotal of Water Charges</b>	<b>\$39.02</b>

#### Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36
Sewer Volume (Jul 08-Aug 07)	
5.00 Gallons X \$6.9782	\$34.89
ACC Regulatory Assessment Chrg	\$0.21
<b>Subtotal of Water Charges</b>	<b>\$92.46</b>

### Important Information

On August 1, 2014, the Arizona Corporation Commission Assessment Charge will be adjusted for all Arizona customers. Questions? Please call 1-800-383-0834.

On July 22, the Arizona Corporation Commission directed EPCOR to review different options for how your wastewater rates are calculated. Visit [epcor.com](http://epcor.com) for more information.

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit changed. For example, customers with a 5/8 x 3/4-inch meter will receive a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

**Bill Period & Meter Information**

Billing Period Jun 06 to Jul 08 (32 days)  
Rate Type: AZ Residential

**Service Address** 11939 W JESSIE LN  
SUN CITY, AZ 85373  
**Premise Number** 230125751  
**Meter Number** S52339120  
**Meter Type** 3/4 inch  
Unit of Measure Thousand Gallons  
Meter reading on Jul 08 (actual) 221  
Meter reading on Jun 06 (actual) 215  
**Total Water Usage** 6

6.00 Gallons X \$6.9782 \$41.87  
ACC Regulatory Assessment Chrg \$0.21  
**Subtotal of Water Charges** \$99.44

**Your Other Charges**

ACC Regulatory Assessment Chrg \$0.06  
WhiteTank HUF Basic Svc Credit -\$0.11  
WhiteTank HUF Commodity Credit -\$0.09  
ACC Regulatory Assessment Chrg \$0.02  
WhiteTank HUF Basic Svc Credit -\$0.12  
WhiteTank HUF Commodity Credit -\$0.09  
**Subtotal of Other Charges** -\$0.33

**Your Taxes**

County Tax - Maricopa \$0.29  
State Tax - Arizona \$2.29  
Water Use Tax - Arizona \$0.04  
**Subtotal of Taxes** \$2.62

**Current Activity**

**Your Water Charges**

Water Basic Service \$15.89  
Cost of water you used (Jun 06-Jun 30)  
3.00 Gallons X \$2.791 \$8.37  
1.50 Gallons X \$4.1742 \$6.26  
Ground Water Withdrawal Fee \$0.05  
Water Basic Service \$5.66  
Cost of water you used (Jul 01-Jul 08)  
1.00 Gallons X \$2.9772 \$2.98  
.50 Gallons X \$4.4527 \$2.23  
Ground Water Withdrawal Fee \$0.02  
**Subtotal of Water Charges** \$41.46

**Total Current Charges**

**\$143.19**

**Your Wastewater Treatment Charges**

Sewer Basic Service \$57.36  
Sewer Volume (Jun 06-Jul 08)

**Important Information**

Sign up for AutoPay and Paperless Billing for your chance to win an iPad Mini! Visit [epcor.com](http://epcor.com) for more information.

On July 1, 2014, the final phase of the three-phase water rate increase approved by the Arizona Corporation Commission in May 2012 goes into effect. For questions, please visit [epcor.com](http://epcor.com) or call 1-800-383-0834.

**Paying Your Bill**

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036  
Phone: 1-800-383-0834  
Online: [www.epcor.com](http://www.epcor.com)

### Bill Period & Meter Information

Billing Period May 07 to Jun 06 (30 days)  
Rate Type: AZ Residential

Service Address	11939 W JESSIE LN SUN CITY, AZ 85373
Premise Number	230125751
Meter Number	S52339120
Meter Type	3/4 inch
Unit of Measure	Thousand Gallons
Meter reading on Jun 06 (actual)	215
Meter reading on May 07 (actual)	209
<b>Total Water Usage</b>	<b>6</b>

### Your Other Charges

ACC Regulatory Assessment Chrg	\$0.08
WhiteTank HUF Basic Svc Credit	-\$0.14
WhiteTank HUF Commodity Credit	-\$0.12
<b>Subtotal of Other Charges</b>	<b>-\$0.18</b>

### Your Taxes

County Tax - Maricopa	\$0.28
State Tax - Arizona	\$2.26
Water Use Tax - Arizona	\$0.04
<b>Subtotal of Taxes</b>	<b>\$2.58</b>

**Total Current Charges** **\$142.60**

### Current Activity

#### Your Water Charges

Water Basic Service	\$21.19
Cost of water you used (May 07-Jun 06)	
4.00 Gallons X \$2.791	\$11.16
2.00 Gallons X \$4.1742	\$8.35
Ground Water Withdrawal Fee	\$0.06
<b>Subtotal of Water Charges</b>	<b>\$40.76</b>

#### Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36
Sewer Volume (May 07-Jun 06)	
6.00 Gallons X \$6.9782	\$41.87
ACC Regulatory Assessment Chrg	\$0.21
<b>Subtotal of Water Charges</b>	<b>\$99.44</b>

### Important Information

On July 1, 2014, EPCOR Water will implement the final phase of the three-phase water rate increase approved by the Arizona Corporation Commission in May 2012. For questions, please visit [epcor.com](http://epcor.com) or call 1-800-383-0834.

### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)

Docket No. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

Please note the exhorbitant balances  
I live alone.

The water bill for July was only  
\$100.20 because I was gone on  
vacation for 12 days. ✓

The bill for June was \$109.<sup>22</sup>

July 100.<sup>20</sup>

August 111.<sup>43</sup>.

Please help!!!

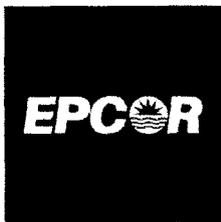
Name: Connie Burda  
Address: 12047 W. Deer Valley Ct, Sun City, AZ 85373  
Resident of: (Your subdivision goes here) Agua Fria  
Email: cburda74@gmail.com  
Contact info:

~~602-819-3858~~  
602-819-3858

Signature and Date

Connie Burda 8/18/14

Attention: ACC docket control



**EPCOR WATER**

CONNIE BURDA  
For service at:  
12047 W DEER VALLEY CT  
SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**  
24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

Bill date: August 11, 2014

**Your Water Bill**

**Your Account**

Account number 0447270  
District Aqua Fria

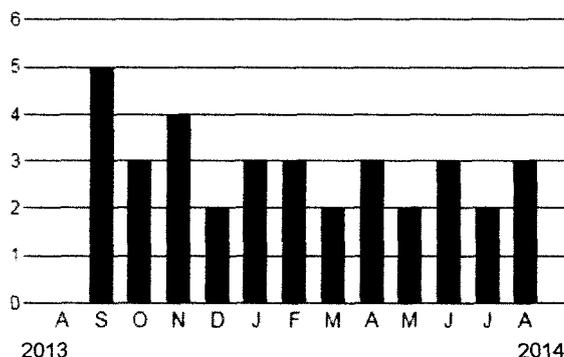
**Your Balance**

Amount of your last bill \$100.20  
Your payments as of Aug 11, 2014 (thank you) -\$100.20  
**Total Prior Balance \$0.00**

**Current Charges \$111.43**  
(Due September 02, 2014)

**Total Amount \$111.43**

**Monthly Usage**



Detach and mail this portion with your payment.

Account Number: 0447270

Pay your bill online, by phone or by mail.  
See back for details.

**Amount Due: \$111.43**  
**Due Date: September 02, 2014**

Amount Paid: \$

003703 000004525  
[Barcode]  
CONNIE BURDA  
12047 W DEER VALLEY CT  
SUN CITY AZ 85373-5658

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036  
[Barcode]

000230447270300000000000011143015

CONNIE BURDA  
Account 0447270

### Bill Period & Meter Information

Billing Period Jul 08 to Aug 07 (30 days)

Rate Type: AZ Residential

Service Address	12047 W DEER VALLEY CT SUN CITY, AZ 85373
Premise Number	230131531
Meter Number	S52707166
Meter Type	3/4 inch
Unit of Measure	Thousand Gallons
Meter reading on Aug 07 (actual)	41
Meter reading on Jul 08 (actual)	38
<b>Total Water Usage</b>	<b>3</b>

### Current Activity

#### Your Water Charges

Water Basic Service	\$22.61
Cost of water you used (Jul 08-Aug 07)	
3.00 Gallons X \$2.9772	\$8.93
Ground Water Withdrawal Fee	\$0.03
<b>Subtotal of Water Charges</b>	<b>\$31.57</b>

#### Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36
Sewer Volume (Jul 08-Aug 07)	
3.00 Gallons X \$6.9782	\$20.93
ACC Regulatory Assessment Chrg	\$0.18
<b>Subtotal of Water Charges</b>	<b>\$78.47</b>

### Your Other Charges

ACC Regulatory Assessment Chrg	\$0.07
WhiteTank HUF Basic Svc Credit	-\$0.46
WhiteTank HUF Commodity Credit	-\$0.19
<b>Subtotal of Other Charges</b>	<b>-\$0.58</b>

### Your Taxes

County Tax - Maricopa	\$0.22
State Tax - Arizona	\$1.73
Water Use Tax - Arizona	\$0.02
<b>Subtotal of Taxes</b>	<b>\$1.97</b>

### Total Current Charges

**\$111.43**

### Important Information

On August 1, 2014, the Arizona Corporation Commission Assessment Charge will be adjusted for all Arizona customers. Questions? Please call 1-800-383-0834.

On July 22, the Arizona Corporation Commission directed EPCOR to review different options for how your wastewater rates are calculated. Visit [epcor.com](http://epcor.com) for more information.

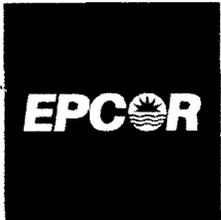
Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit changed. For example, customers with a 5/8 x 3/4-inch meter will receive a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)



**EPCOR WATER**

CONNIE BURDA  
For service at:  
12047 W DEER VALLEY CT  
SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**  
24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

Bill date: July 10, 2014

**Your Water Bill**

**Your Account**

Account number 0447270  
District Aqua Fria

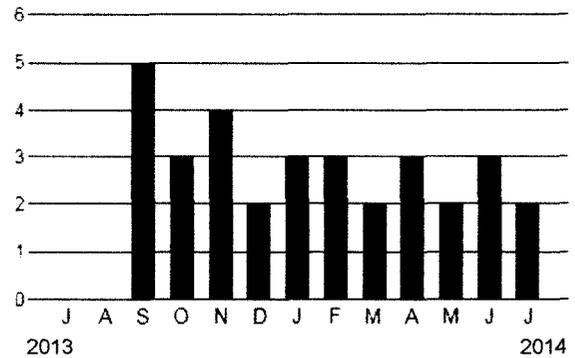
**Your Balance**

Amount of your last bill \$109.77  
Your payments as of Jul 10, 2014 (thank you) -\$109.77  
**Total Prior Balance \$0.00**

**Current Charges \$100.20**  
(Due July 30, 2014)

**Total Amount \$100.20**

**Monthly Usage**



Detach and mail this portion with your payment.

Account Number: 0447270

Pay your bill online, by phone or by mail.  
See back for details.

**Amount Due: \$100.20**  
**Due Date: July 30, 2014**

Amount Paid: \$

004056 000005130  
CONNIE BURDA  
12047 W DEER VALLEY CT  
SUN CITY AZ 85373-5658

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

000230447270300000000000010020016



BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-) Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY) SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

**Jeanette Koriel**

---

Good afternoon,

I am writing on behalf of our EPCOR water/sewage bill. When we first moved in 3 years ago our bill was \$125.00 per month which I thought was very high. I lived in Dove Valley Ranch, Peoria prior to Cross River and never paid that much for water/sewer. I have the same amount of people living in my house that I did in Peoria. Over the last 3 years my water has been increased and now we pay \$190.00 per month, for what? I have the same usage and people that I had 3 years ago. That is over a 50% increase. Why is our water/sewer so high in this area only? My husband recently lost his job and we cannot afford to be paying at outrageous water/sewer bill. Something needs to be done in this area, I feel like we are being treated unfair and are being over charged.

Can someone please look into this?

Name: Jeanette Koriel  
Address: 11721 W. Robin Ct  
Resident of: (Your subdivision goes here) Cross River  
Email: j.koriel4987@hotmail.com  
Contact info: 623-363-7427 after 5pm

  
Signature and Date

Attention: ACC docket control

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-) DOCKET NO. W-01303A-09-0343

EPCOR WATER COMPANY SW-01303A-09-343

INFORMATION TO BE POSTED TO ABOVE DOCKET:

COMMENTS:

EPCOR WATER/WASTE WATER BILLS FOR JANUARY 2014 THROUGH AUGUST 2014

JANUARY	\$120.77
FEBRUARY	\$119.75
MARCH	\$131.16
APRIL	\$142.60
MAY	\$142.60
JUNE	\$154.04
JULY	\$110.17 (STOPPED WATERING GRASS)
AUGUST	\$133.24 (STARTED WATERING GRASS MID-JULY DUE TO LETTER FROM HOA)

NAME: RAYMOND & DeAnne HAGER

ADDRESS: 22907 N. 121<sup>ST</sup> DR., SUN CITY, AZ 85373

RESIDENT OF: HIGHLANDS @ CROSS RIVER

EMAIL: RHAGER1209@GMAIL.COM

CONTACT INFO: 623-521-7089

SIGNATURE: Raymond Hager DATE: 8/18/14

SIGNATURE: De Anne Hager DATE: 8-18-14

ATTENTION: ACC DOCKET CONTROL



ACCOUNT NUMBER	DATE BILL MAILED
02000083	5/22/2014
PRESENT READING	SERVICE FROM
995000	4/22/2014
PREVIOUS READING	SERVICE TO
988000	5/16/2014
UNITS USED	DAYS USED
7000	24
DESCRIPTION	AMOUNT
Prev. Balance	\$0.00
Water	\$18.50
City Sales Tax	\$0.61
State Sales Tax	\$1.17
State Water Quality	\$0.05
CURRENT BILL DUE DATE	AMOUNT DUE BY DUE DATE
6/9/2014	\$20.33
AMOUNT DUE AFTER DUE DATE	\$20.61

SERVICE ADDRESS:  
 8366 W MELINDA LN



KEEP THIS STUB  
 FOR YOUR RECORDS #2525



Customer Care: 1-800-383-0834

[epcor.com](#) [Contact Us](#) [Log Out](#)

[Account Summary](#) [Bills and Payments](#) [Update My Info](#) [Service Requests](#) [Site Map](#)

Customer Name: LORRAINE MILLIGAN  
Doing Business As:  
E-mail Address: [lorrainemilligan@yahoo.com](mailto:lorrainemilligan@yahoo.com)  
Phone Number:  
Mailing Address: 12340 W MONTE LINDO LN  
SUN CITY, AZ 85375-1540

Service Address: 12340 W MONTE LINDO LN  
SUN CITY, AZ 85373  
Account Status: Active  
Account:

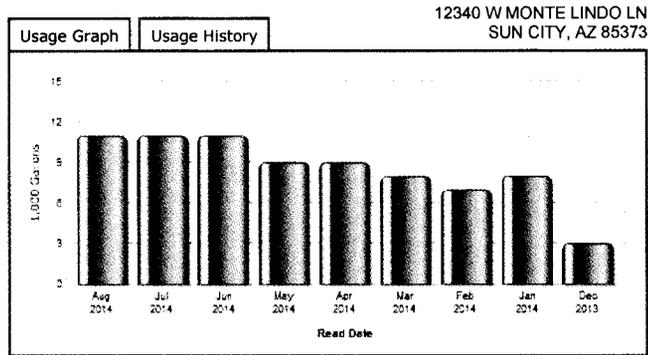
[View Current Bill](#)

### ACCOUNT SUMMARY

Last Bill Amount: \$175.38  
(Billed on Aug 11, 2014)  
Last Payment: (\$172.67)  
(Jul 30, 2014)  
Current Charges\*: \$175.38  
(Due Sep 2, 2014)

### Pay My Bill Now

With **AutoPay** you'll never have to worry about paying your bill on time. Sign up today to have your bill automatically deducted from your bank account.



Just one click. Tips, news, notices.

### MY PREFERENCES

[Payment Options](#) [Auto Payment](#) [Change](#)

### Quick Links

[About Your Bill](#)  
[Pay Your Bill Now](#)  
[Payment Options](#)  
[Paperless Billing](#)

[Your Water](#)  
[Efficiency & Conservation](#)  
[Projects in Your Community](#)  
[Frequently Asked Questions](#)

[Terms of Use](#)  
[High Usage](#)

[Community Pages](#) [Corporate](#) [Terms of Use](#) [Privacy](#)

Welcome: | Logout |



Home

**Bills**

Payments

Enrolled  
Accounts

Contact Us

Help

Home > Bills

## Enrollment

### Description

Listed below are your bills that have not yet been filed with the most recent bill displayed first. You can use the provided filters to narrow down your search and sort the order of your bills. You can pay the bill by pressing the "Pay" button found in the action column. To help keep your site manageable, you also have the option of filing the bills.

### Filters

<b>Document Folders</b>	<b>Status</b>	<b>Accounts</b>	<b>Search</b>	<b>Reset</b>
Bills	ALL	ALL		

<input type="checkbox"/>	Account Number	Bill Date	Due Date	Customer Name	Total Due	Bill Type	Group Bill Code	Zip Code	Action
<input type="checkbox"/>	0453858	08/11/2014	09/02/2014	LORRAINE MILLIGAN	\$175.38	IB		85375-1540	<a href="#">View/Pay</a>   <a href="#">File</a>
<input type="checkbox"/>	0453858	07/10/2014	07/30/2014	LORRAINE MILLIGAN	\$172.67	IB		85375-1540	<a href="#">View/Pay</a>   <a href="#">File</a>
<input type="checkbox"/>	0453858	06/10/2014	06/30/2014	LORRAINE MILLIGAN	\$171.80	IB		85375-1540	<a href="#">View/Pay</a>   <a href="#">File</a>
<input type="checkbox"/>	0453858	05/09/2014	05/29/2014	LORRAINE MILLIGAN	\$162.91	IB		85375-1540	<a href="#">View/Pay</a>   <a href="#">File</a>
<input type="checkbox"/>	0453858	04/09/2014	04/29/2014	LORRAINE MILLIGAN	\$162.91	IB		85375-1540	<a href="#">View/Pay</a>   <a href="#">File</a>
<input type="checkbox"/>	0453858	03/11/2014	03/31/2014	LORRAINE MILLIGAN	\$158.47	IB		85375-1540	<a href="#">View/Pay</a>   <a href="#">File</a>
<input type="checkbox"/>	0453858	02/12/2014	03/04/2014	LORRAINE MILLIGAN	\$154.03	IB		85375	<a href="#">View/Pay</a>   <a href="#">File</a>
<input type="checkbox"/>	0453858	01/13/2014	02/03/2014	LORRAINE MILLIGAN	\$146.55	IB		85375	<a href="#">View/Pay</a>   <a href="#">File</a>
<input type="checkbox"/>	0453858	12/11/2013	12/31/2013	LORRAINE MILLIGAN	\$108.91	IB		85375	<a href="#">View/Pay</a>   <a href="#">File</a>

Page 1 of 1

1

Jump To Page: 1

Group Pay / File

<input type="checkbox"/> Pay Selected
<input type="checkbox"/> File Selected

Terms and Conditions | KUBRA

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-) Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY) SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

We just purchased a new K-HOU  
home in the cross river Development.  
We would not have bought this  
Home if we where told about  
Beig over-charged by Epcor.  
attached is our old water Bill  
From Peoria, it was never above 26  
Bucks. So we are Being over-charged  
By a minimum of 100 \$ U.S. Dollars a month.  
Please reduce our water Bill By 100. U.S. dollars  
per month, thanks

Name: Dosier  
Address: 21833 N. 120th Ave  
Resident of: (Your subdivision goes here) cross river  
Email: emdosier@yahoo.com  
Contact info:

Edward M. Dosier 8/25/14  
Signature and Date

Attention: ACC docket control

ACCOUNT NUMBER      DATE BILL MAILED

03000093      1/23/2014

PRESENT READING      SERVICE FROM

22000      12/17/2013

PREVIOUS READING      SERVICE TO

9000      1/20/2014

UNITS USED      DAYS USED

13000      34

DESCRIPTION      AMOUNT

Prev. Balance      \$0.00

Water      \$23.30

City Sales Tax      \$0.77

State Sales Tax      \$1.47

State Water Quality      \$0.08

CURRENT BILL DUE DATE      AMOUNT DUE

2/17/2014      \$25.62

AMOUNT DUE AFTER DUE DATE      \$25.97

SERVICE ADDRESS:

3039 W. MARYANN DR.

KEEP THIS STUB





EDWARD DOSIER  
For service at:  
21833 N 120TH AVE  
SUN CITY, AZ 85373

### Questions / Emergency

**1-800-383-0834**  
24 hrs / 7 days a week

[www.epcor.com](http://www.epcor.com)  
[mywater@epcor.com](mailto:mywater@epcor.com)

Bill date: July 10, 2014

## Your Water Bill

### Your Account

Account number 0630487  
District Aqua Fria

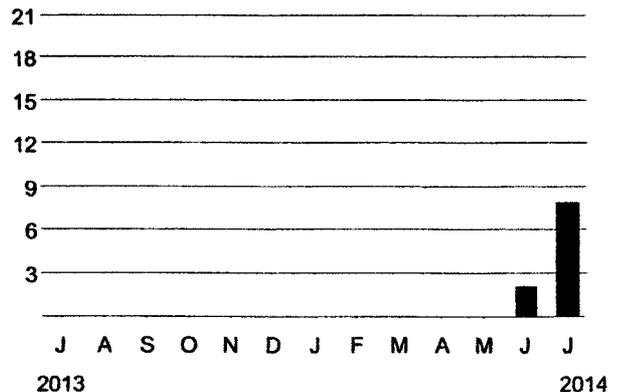
### Your Balance

Amount of your last bill \$91.82  
Your payments as of Jul 10, 2014 (thank you) -\$91.82  
Total Prior Balance \$0.00

Current Charges \$159.18  
(Due July 30, 2014)

**Total Amount \$159.18**

### Monthly Usage





EDWARD DOSIER  
 For service at:  
 21833 N 120TH AVE  
 SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**  
 24 hrs / 7 days a week

www.epcor.com  
 mywater@epcor.com

Bill date: August 11, 2014

**Your Water Bill**

**Your Account**

Account number 0630487  
 District Aqua Fria

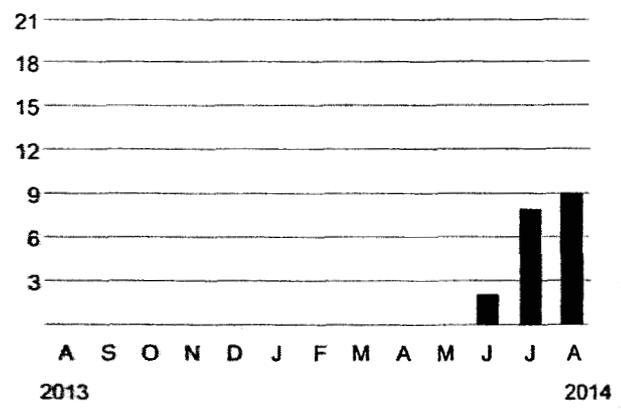
**Your Balance**

Amount of your last bill \$159.18  
 Your payments as of Aug 11, 2014 (thank you) -\$159.18  
 Total Prior Balance \$0.00

**Current Charges \$166.00**  
 (Due September 02, 2014)

**Total Amount \$166.00**

**Monthly Usage**



Detach and mail this portion with your payment.

EP011408.11-7033-000004618

Account Number: 0630487

**Amount Due: \$166.00**  
**Due Date: September 02, 2014**

Pay your bill online, by phone or by mail.  
 See back for details.

Amount Paid: \$

003517 000004618  
  
 EDWARD DOSIER  
 21833 N 120TH AVE  
 SUN CITY AZ 85373-5673

EPCOR Water  
 PO Box 80036  
 Prescott, AZ 86304-8036

00023063048700000000000016600015

BEFORE THE ARIZONA CORPORATION COMMISSION

**IN THE MATTER OF ARIZONA-) Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY) SW-01303A-09-0343**

Information to be posted to above docket:

Hello Chairman Stump, Commissioners Mr. Pierce, Mrs. Burns, Mrs. Bitter Smith, and Mr. Burns,

I am writing to you to express concern about the water and sewer rates being imposed by EPCOR Water for my family and other Sun City residents. I am challenged with understanding why and how it is okay that my family is currently paying an average of ~\$200 per month for water and sewer services (not including trash services of ~\$250/year), when, just a few miles away in a previous residence, we were paying no more than \$80 per month for water, sewer, AND trash services (see attached payment/bill history form).

As you'll see in the attached invoices from EPCOR, basic water service for July 2014 was \$56.57 and basic sewer service was \$57.36, totaling \$113.93 just to have service turned on at my residence and NOT use an ounce of water.

I am asking that you please review all options available and assist in finding a reasonable and just solution to reduce/mitigate the water and sewer fees being charged by EPCOR.

Respectfully submitted,

Name: Jason Foster  
Address: 11727 W. Patrick Lane – Sun City, Arizona 85373  
Resident of: Crossriver  
Email: [jfoster304@gmail.com](mailto:jfoster304@gmail.com)  
Contact info: 602-809-3217

  
Signature

August 20, 2014

Date

Attention: ACC docket control





Bill History

**View Payments and Bills**

To view payments and bills for a different date range, select an option in **Current View**. Use the **Additional Options** box to show a list for specific settings.

Current View

Specific date range Up to 24 months

*\*WATER, SEWER, & TRASH SERVICE  
for previous residence in  
PEORIA, AZ.*

**Additional Options**

From: 08/19/2012

To: 08/19/2014

Show:

For:

Payments 1 - 12 of 12

Bill Name Category	Account	Amount	Pay Date	Status	Action
City Of Peoria Utilities *57-04	DESERT FUSION CHECKING	\$70.00	07/26/2013	Paid	<a href="#">View Detail</a>
City Of Peoria Utilities *57-04	DESERT FUSION CHECKING	\$15.00	06/26/2013	Paid	<a href="#">View Detail</a>
City Of Peoria Utilities *57-04	DESERT FUSION CHECKING	\$60.00	05/24/2013	Paid	<a href="#">View Detail</a>
City Of Peoria Utilities *57-04	DESERT FUSION CHECKING	\$40.00	04/26/2013	Paid	<a href="#">View Detail</a>
City Of Peoria Utilities *57-04	DESERT FUSION CHECKING	\$80.00	03/27/2013	Paid	<a href="#">View Detail</a>
City Of Peoria Utilities *57-04	DESERT FUSION CHECKING	\$80.00	02/27/2013	Paid	<a href="#">View Detail</a>
City Of Peoria Utilities *57-04	DESERT FUSION CHECKING	\$60.00	01/28/2013	Paid	<a href="#">View Detail</a>
City Of Peoria Utilities *57-04	DESERT FUSION CHECKING	\$65.00	12/27/2012	Paid	<a href="#">View Detail</a>
City Of Peoria Utilities *57-04	DESERT FUSION CHECKING	\$70.00	11/27/2012	Paid	<a href="#">View Detail</a>
City Of Peoria Utilities *57-04	DESERT FUSION CHECKING	\$60.00	10/26/2012	Paid	<a href="#">View Detail</a>
City Of Peoria Utilities *57-04	DESERT FUSION CHECKING	\$50.00	09/25/2012	Paid	<a href="#">View Detail</a>
City Of Peoria Utilities *57-04	DESERT FUSION CHECKING	\$60.00	08/27/2012	Paid	<a href="#">View Detail</a>
<b>Total</b>		<b>\$710.00</b>	Includes Paid, Pending, and Processing amounts only.		

Payments 1 - 12 of 12

*12 months of WATER, SEWER, & TRASH SERVICE.*

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-) Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY) SW-01303A-09-0343

Information to be posted to above docket:

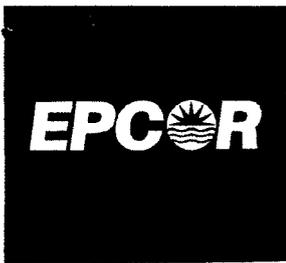
COMMENTS:

Included with this document  
are the last two water bills. There  
are 2 people in this home, no grass,  
desert landscape, no pool. The  
normal bill Jan-July was \$136.00  
no change although I am sure we  
could not have used as much water  
in January as we did in July. We would  
greatly appreciate your consideration  
in this matter.

Name: William Conitt  
Address: 11743 W. Villa Chula LN  
Resident of: (Your subdivision goes here)  
Email:  
Contact info: 3175388926

William Conitt Beside Corbett 8/21/14  
Signature and Date

Attention: ACC docket control



# WATER

NICOLE L CORNETT  
For service at:  
11747 W VILLA CHULA LN  
SUN CITY, AZ 85373

## Questions / Emergency

**1-800-383-0834**  
24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

Bill date: August 11, 2014

## Your Water Bill

### Your Account

Account number 0439181  
District Aqua Fria

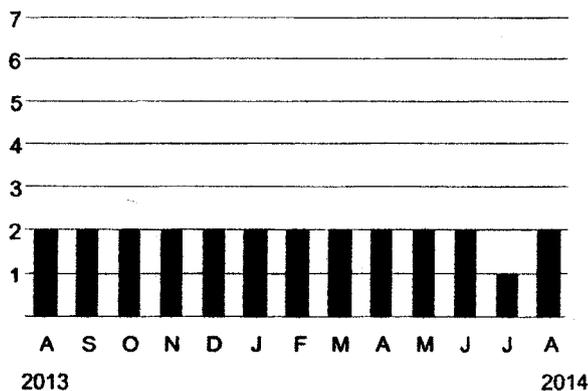
### Your Balance

Amount of your last bill \$125.80  
Your payments as of Aug 11, 2014 (thank you) -\$125.80  
Total Prior Balance \$0.00

Current Charges \$139.91  
(Due September 02, 2014)

**Total Amount \$139.91**

### Monthly Usage



Detach and mail this portion with your payment.

EP011408.11-5141-000005090

Account Number: 0439181

Pay your bill online, by phone or by mail.  
See back for details.

Amount Due: \$139.91  
Due Date: September 02, 2014

Amount Paid: \$

002571 000005090

NICOLE L CORNETT  
11747 W VILLA CHULA LN  
SUN CITY AZ 85373-5422

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

00023043918120000000000013991012

The logo for EPCOR, consisting of the letters "EPCOR" in a bold, sans-serif font, positioned inside a solid black square.

## Bill History

View the list of your account statements.

Current Balance: \$139.91

[View Bill](#)

Bill Date	Amount	Description
08/11/2014	\$139.91	Charge
07/10/2014	\$125.80	Charge
06/10/2014	\$136.47	Charge
05/09/2014	\$136.47	Charge
04/09/2014	\$136.47	Charge
03/11/2014	\$136.47	Charge
02/12/2014	\$136.47	Charge
01/13/2014	\$128.32	Charge
12/11/2013	\$125.70	Charge
11/12/2013	\$125.70	Charge
10/10/2013	\$125.70	Charge
09/12/2013	\$125.70	Charge
08/12/2013	\$125.70	Charge
07/11/2013	\$133.05	Charge
06/12/2013	\$121.79	Charge
05/10/2013	\$132.58	Charge
04/10/2013	\$124.03	Charge

8/21/2014 4:54:12 PM

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)

Docket No. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

The already high and continuously rising prices for the water and waste water services has impacted our finances in a tremendously bad way. Water should not have to be a luxury, it is a living necessity. The cost of water, power, food, etc rising while salaries staying the same... where are we headed?

Name: MARINELA & EDWARD TOVES

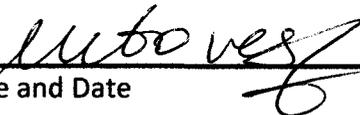
Address: 12142 W PATRICK LN, SUN CITY, AZ 85373

Resident of: (Your subdivision goes here)

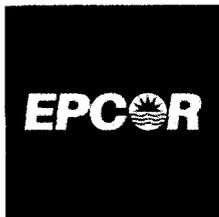
Email: ela\_guam@msn.com // eatguam@gmail.com

Contact info: 480-221-8879 // 480-570-3905

Signature and Date

 08/24/2014

Attention: ACC docket control



**EPCOR WATER**

EDWARD TOVES  
For service at:  
12142 W PATRICK LN  
SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**  
24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

Bill date: August 11, 2014

**Your Water Bill**

**Your Account**

Account number 0307354  
District Aqua Fria

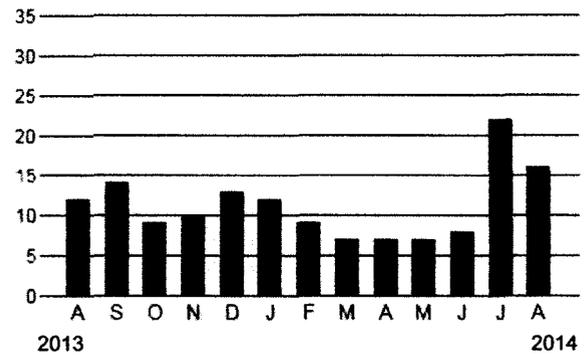
**Your Balance**

Amount of your last bill \$231.21  
Your payments as of Aug 11, 2014 (thank you) -\$231.21  
**Total Prior Balance \$0.00**

**Current Charges \$201.98**  
(Due September 02, 2014)

**Total Amount \$201.98**

**Monthly Usage**



Detach and mail this portion with your payment.

Account Number: 0307354

Pay your bill online, by phone or by mail.  
See back for details.

Amount Due: \$201.98

Due Date: September 02, 2014

Amount Paid: **DO NOT PAY**

004585 000003949



EDWARD TOVES  
12142 W PATRICK LN  
SUN CITY AZ 85373-5631

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036



00023030735440000000000020198011

### Bill Period & Meter Information

Billing Period Jul 08 to Aug 07 (30 days)

Rate Type: AZ Residential

<b>Service Address</b>	<b>12142 W PATRICK LN</b>
	<b>SUN CITY, AZ 85373</b>
<b>Premise Number</b>	<b>230126369</b>
<b>Meter Number</b>	<b>S51227947</b>
<b>Meter Type</b>	<b>3/4 inch</b>
Unit of Measure	Thousand Gallons
Meter reading on Aug 07 (actual)	322
Meter reading on Jul 08 (actual)	306
<b>Total Water Usage</b>	<b>16</b>

### Current Activity

#### Your Water Charges

Water Basic Service	\$22.61
Cost of water you used (Jul 08-Aug 07)	
4.00 Gallons X \$2.9772	\$11.91
9.00 Gallons X \$4.4527	\$40.07
3.00 Gallons X \$5.4301	\$16.29
Ground Water Withdrawal Fee	\$0.16
<b>Subtotal of Water Charges</b>	<b>\$91.04</b>

#### Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36
Sewer Volume (Jul 08-Aug 07)	
7.00 Gallons X \$6.9782	\$48.85
ACC Regulatory Assessment Chrg	\$0.24
<b>Subtotal of Water Charges</b>	<b>\$106.45</b>

#### Your Other Charges

ACC Regulatory Assessment Chrg	\$0.21
WhiteTank HUF Basic Svc Credit	-\$0.46
WhiteTank HUF Commodity Credit	-\$1.00
<b>Subtotal of Other Charges</b>	<b>-\$1.25</b>

#### Your Taxes

County Tax - Maricopa	\$0.63
State Tax - Arizona	\$5.01
Water Use Tax - Arizona	\$0.10
<b>Subtotal of Taxes</b>	<b>\$5.74</b>

**Total Current Charges** **\$201.98**

### Important Information

On August 1, 2014, the Arizona Corporation Commission Assessment Charge will be adjusted for all Arizona customers. Questions? Please call 1-800-383-0834.

On July 22, the Arizona Corporation Commission directed EPCOR to review different options for how your wastewater rates are calculated. Visit [epcor.com](http://epcor.com) for more information.

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit changed. For example, customers with a 5/8 x 3/4-inch meter will receive a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)



**WATER**

**Questions / Emergency**

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

EDWARD TOVES  
For service at:  
12142 W PATRICK LN  
SUN CITY, AZ 85373

Bill date: July 10, 2014

**Your Water Bill**

**Your Account**

Account number 0307354  
District Aqua Fria

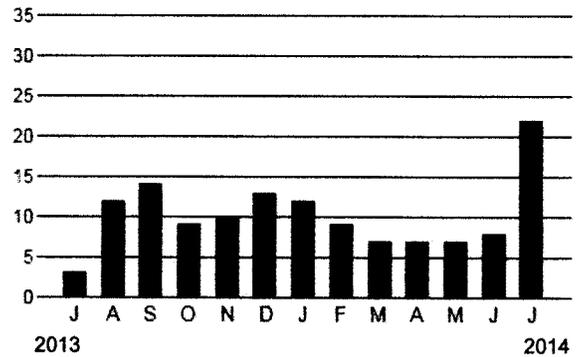
**Your Balance**

Amount of your last bill \$158.47  
Your payments as of Jul 10, 2014 (thank you) -\$158.47  
**Total Prior Balance \$0.00**

**Current Charges \$231.21**  
(Due July 30, 2014)

**Total Amount \$231.21**

**Monthly Usage**



Detach and mail this portion with your payment.

Account Number: 0307354

Pay your bill online, by phone or by mail.  
See back for details.

**Amount Due: \$231.21**  
**Due Date: July 30, 2014**

Amount Paid: **DO NOT PAY**

004858 000004725  
EDWARD TOVES  
12142 W PATRICK LN  
SUN CITY AZ 85373-5631

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

00023030735440000000000023121010

EDWARD TOVES  
Account 0307354

### Bill Period & Meter Information

Billing Period Jun 06 to Jul 08 (32 days)  
Rate Type: AZ Residential

<b>Service Address</b>	<b>12142 W PATRICK LN</b>
	<b>SUN CITY, AZ 85373</b>
<b>Premise Number</b>	<b>230126369</b>
<b>Meter Number</b>	<b>S51227947</b>
<b>Meter Type</b>	<b>3/4 inch</b>
Unit of Measure	Thousand Gallons
Meter reading on Jul 08 (actual)	306
Meter reading on Jun 06 (actual)	284
<b>Total Water Usage</b>	<b>22</b>

### Current Activity

#### Your Water Charges

Water Basic Service	\$15.89
Cost of water you used (Jun 06-Jun 30)	
3.00 Gallons X \$2.791	\$8.37
6.75 Gallons X \$4.1742	\$28.18
6.75 Gallons X \$5.09582	\$34.40
Ground Water Withdrawal Fee	\$0.17
Water Basic Service	\$5.66
Cost of water you used (Jul 01-Jul 08)	
1.00 Gallons X \$2.9772	\$2.98
2.25 Gallons X \$4.4527	\$10.02
2.25 Gallons X \$5.4301	\$12.22
Ground Water Withdrawal Fee	\$0.06
<b>Subtotal of Water Charges</b>	<b>\$117.95</b>

#### Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36
Sewer Volume (Jun 06-Jul 08)	
7.00 Gallons X \$6.9782	\$48.85
ACC Regulatory Assessment Chrg	\$0.22
<b>Subtotal of Water Charges</b>	<b>\$106.43</b>

#### Your Other Charges

ACC Regulatory Assessment Chrg	\$0.18
WhiteTank HUF Basic Svc Credit	-\$0.11
WhiteTank HUF Commodity Credit	-\$0.34
ACC Regulatory Assessment Chrg	\$0.06
WhiteTank HUF Basic Svc Credit	-\$0.12
WhiteTank HUF Commodity Credit	-\$0.34
<b>Subtotal of Other Charges</b>	<b>-\$0.67</b>

#### Your Taxes

County Tax - Maricopa	\$0.82
State Tax - Arizona	\$6.54
Water Use Tax - Arizona	\$0.14
<b>Subtotal of Taxes</b>	<b>\$7.50</b>

### Total Current Charges

**\$231.21**

### Important Information

Sign up for AutoPay and Paperless Billing for your chance to win an iPad Mini! Visit [epcor.com](http://epcor.com) for more information.

### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-) Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY) SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

We are very discouraged with Epcor's water usage pricing as shown on the attached 3 bills. We had a water leakage that took 2 days before someone could come out to take care of it and repair the leakage (thus the \$340 invoice) and we were on vacation for a month from July 19<sup>th</sup> to Aug 18<sup>th</sup> and understand from our gardener (who only comes once a month) that we had another leak. What kind of a bill will that be???

Name: GORDON + LOLA HODGSON  
Address: 11709 W. DALEY LANE  
Resident of: (Your subdivision goes here)  
Email: g/hodgson@netzero.net  
Contact info: 623-518-4845

We are seniors and can't afford these surprises! We have lived

Signature and Date *Lola M. Hodgson*  
Attention: ACC docket control 8.25-2014

in 14 different residences and the water bill is higher here than anywhere else we have lived!



LOLA HODGSON  
 For service at:  
 11709 W DALEY LN  
 SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
 mywater@epcor.com

Bill date: June 10, 2014

**Your Water Bill**

**Your Account**

Account number 0386473  
 District Aqua Fria

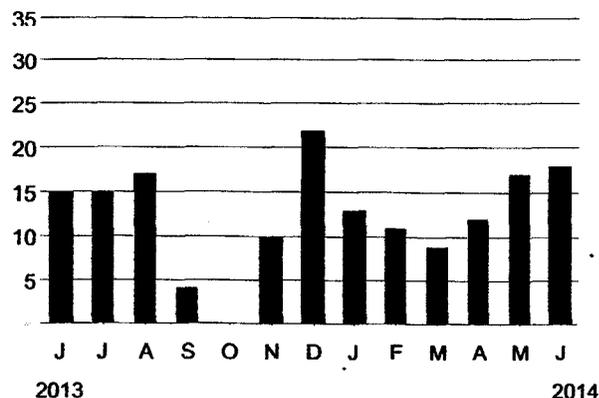
**Your Balance**

Amount of your last bill \$202.37  
 Your payments as of Jun 10, 2014 (thank you) -\$202.37  
 Total Prior Balance \$0.00

Current Charges \$207.79  
 (Due June 30, 2014)

<b>Total Amount</b>	<b>\$207.79</b>
---------------------	-----------------

**Monthly Usage**



Detach and mail this portion with your payment.

EP011406.10-4505-000004644

Account Number: 0386473

Pay your bill online, by phone or by mail.  
 See back for details.

Amount Due: \$207.79

Due Date: June 30, 2014

Amount Paid: \$

*pd online*

002253 000004644



LOLA HODGSON  
 11709 W DALEY LN  
 SUN CITY AZ 85373-5449



EPCOR Water  
 PO Box 80036  
 Prescott, AZ 86304-8036



00023038647360000000000020779013



LOLA HODGSON  
 For service at:  
 11709 W DALEY LN  
 SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**  
 24 hrs / 7 days a week

www.epcor.com  
 mywater@epcor.com

Bill date: July 10, 2014

**Your Water Bill**

**Your Account**

Account number 0386473  
 District Aqua Fria

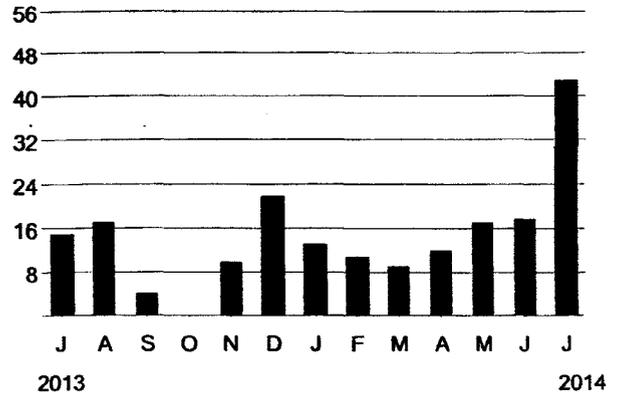
**Your Balance**

Amount of your last bill \$207.79  
 Your payments as of Jul 10, 2014 (thank you) -\$207.79  
 Total Prior Balance \$0.00

Current Charges \$346.70  
 (Due July 30, 2014)

**Total Amount \$346.70**

**Monthly Usage**



Detach and mail this portion with your payment.

EP011407.10-6143-000005622

Account Number: 0386473

Pay your bill online, by phone or by mail.  
 See back for details.

Amount Due: \$346.70  
 Due Date: July 30, 2014

Amount Paid: \$

[Empty box for amount paid]

*pd online*

003072 000005622



LOLA HODGSON  
 11709 W DALEY LN  
 SUN CITY AZ 85373-5449



234

EPCOR Water  
 PO Box 80036  
 Prescott, AZ 86304-8036



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LOLA HODGSON  
 For service at:  
 11709 W DALEY LN  
 SUN CITY, AZ 85373

**Questions / Emergency**

**1-800-383-0834**  
 24 hrs / 7 days a week

www.epcor.com  
 mywater@epcor.com

Bill date: August 11, 2014

**Your Water Bill**

**Your Account**

Account number 0386473  
 District Aqua Fria

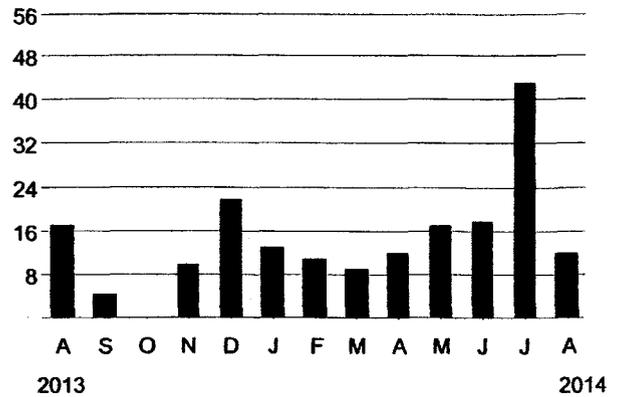
**Your Balance**

Amount of your last bill \$346.70  
 Your payments as of Aug 11, 2014 (thank you) -\$346.70  
 Total Prior Balance \$0.00

Current Charges \$180.08  
 (Due September 02, 2014)

<b>Total Amount</b>	<b>\$180.08</b>
---------------------	-----------------

**Monthly Usage**



Detach and mail this portion with your payment.

EP011408.11-5779-000004931

Account Number: 0386473

Pay your bill online, by phone or by mail.  
 See back for details.

**Amount Due: \$180.08**  
**Due Date: September 02, 2014**

Amount Paid: \$

--

*pd*

002890 000004931



LOLA HODGSON  
 11709 W DALEY LN  
 SUN CITY AZ 85373-5449



EPCOR Water  
 PO Box 80036  
 Prescott, AZ 86304-8036



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BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY'S) SW-01303A-09-0343

Information to be posted to above docket :

COMMENTS:

Enclosed are our last 2 monthly statements.  
Why does Epcor over charge one month  
and uncharge the next? We are on a fixed  
income, retired, we can't continue paying these  
high Epcor rates! Why does Epcor round  
up our water usage to the next thousand,  
even for a hair over, and then charge that  
rounded up amount on to our bill as a sewer volume  
charge? We need your help now to remedy  
this MESS.

Name: Fran and Bill Noe  
Address: 11756 W. Daley Ln Sun City, AZ 85373  
Resident of: Cross River  
Email: noeshomes@earthlink.net  
Contact info: 623-266-0490

William B. Noe Francis A. Noe 8-24-14  
Signature and date

Attention: ACC docket control

FRANCES NOE  
Account 0260427

### Bill Period & Meter Information

Billing Period Jul 08 to Aug 07 (30 days)  
Rate Type: AZ Residential

Service Address	11756 W DALEY LN SUN CITY, AZ 85373
Premise Number	230121512
Meter Number	S49777545
Meter Type	3/4 inch
Unit of Measure	Thousand Gallons
Meter reading on Aug 07 (actual)	665
Meter reading on Jul 08 (actual)	659
<b>Total Water Usage</b>	<b>6</b>

### Your Other Charges

ACC Regulatory Assessment Chrg	\$0.10
WhiteTank HUF Basic Svc Credit	-\$0.46
WhiteTank HUF Commodity Credit	-\$0.38
<b>Subtotal of Other Charges</b>	<b>-\$0.74</b>

### Your Taxes

County Tax - Maricopa	\$0.30
State Tax - Arizona	\$2.39
Water Use Tax - Arizona	\$0.04
<b>Subtotal of Taxes</b>	<b>\$2.73</b>

### Total Current Charges

**\$144.94**

### Current Activity

#### Your Water Charges

Water Basic Service	\$22.61
Cost of water you used (Jul 08-Aug 07)	
4.00 Gallons X \$2.9772	\$11.91
2.00 Gallons X \$4.4527	\$8.91
Ground Water Withdrawal Fee	\$0.06
<b>Subtotal of Water Charges</b>	<b>\$43.49</b>

#### Your Wastewater Treatment Charges

Sewer Basic Service	\$57.36
Sewer Volume (Jul 08-Aug 07)	
6.00 Gallons X \$6.9782	\$41.87
ACC Regulatory Assessment Chrg	\$0.23
<b>Subtotal of Water Charges</b>	<b>\$99.46</b>

### Important Information

On August 1, 2014, the Arizona Corporation Commission Assessment Charge will be adjusted for all Arizona customers. Questions? Please call 1-800-383-0834.

On July 22, the Arizona Corporation Commission directed EPCOR to review different options for how your wastewater rates are calculated. Visit [epcor.com](http://epcor.com) for more information.

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit changed. For example, customers with a 5/8 x 3/4-inch meter will receive a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

**Bill Period & Meter Information**

Billing Period Jun 06 to Jul 08 (32 days)  
Rate Type: AZ Residential

Service Address .11756 W DALEY LN  
SUN CITY, AZ 85373  
Premise Number 230121512  
Meter Number S49777545  
Meter Type 3/4 inch  
Unit of Measure Thousand Gallons  
Meter reading on Jul 08 (actual) 659  
Meter reading on Jun 06 (actual) 649  

---

Total Water Usage 10

**Current Activity**

**Your Water Charges**

Water Basic Service \$15.89  
Cost of water you used (Jun 06-Jun 30)  
3.00 Gallons X \$2.791 \$8.37  
4.50 Gallons X \$4.1742 \$18.78  
Ground Water Withdrawal Fee \$0.08  
Water Basic Service \$5.66  
Cost of water you used (Jul 01-Jul 08)  
1.00 Gallons X \$2.9772 \$2.98  
1.50 Gallons X \$4.4527 \$6.68  
Ground Water Withdrawal Fee \$0.03  

---

Subtotal of Water Charges \$58.47

**Your Wastewater Treatment Charges**

Sewer Basic Service \$57.36  
Sewer Volume (Jun 06-Jul 08)

7.00 Gallons X \$6.9782 \$48.85  
ACC Regulatory Assessment Chrg \$0.22  

---

Subtotal of Water Charges \$106.43

**Your Other Charges**

ACC Regulatory Assessment Chrg \$0.09  
WhiteTank HUF Basic Svc Credit -\$0.11  
WhiteTank HUF Commodity Credit -\$0.16  
ACC Regulatory Assessment Chrg \$0.03  
WhiteTank HUF Basic Svc Credit -\$0.12  
WhiteTank HUF Commodity Credit -\$0.16  

---

Subtotal of Other Charges -\$0.43

**Your Taxes**

County Tax - Maricopa \$0.40  
State Tax - Arizona \$3.24  
Water Use Tax - Arizona \$0.07  

---

Subtotal of Taxes \$3.71

**Total Current Charges \$168.18**

**Important Information**

Sign up for AutoPay and Paperless Billing for your chance to win an iPad Mini! Visit [epcor.com](http://epcor.com) for more information.

On July 1, 2014, the final phase of the three-phase water rate increase approved by the Arizona Corporation Commission in May 2012 goes into effect. For questions, please visit [epcor.com](http://epcor.com) or call 1-800-383-0834.

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)

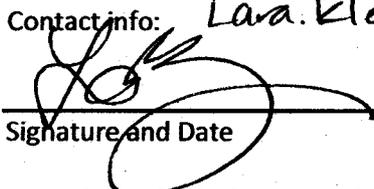
Docket No. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

Our rates are simply too high!  
Our bill has doubled in two years.  
When our neighbors are paying  
less than 1/4 of what we pay,  
it is simply not right!  
Nothing changed on our acct in terms  
of our usage in those two years!

Name: Lara Ferry Klemm  
Address: 12223 W Villa Hermosa Ln  
Resident of: (Your subdivision goes here)  
Email: Courtland R. Silveira Sun City 85373  
Contact info: Lara.Klemm@gmail.com

  
Signature and Date

Attention: ACC docket control

EPCOR

## Bill History

View the list of your account statements.

Current Balance: \$175.38

[View Bill](#)

Bill Date	Amount	Description
08/11/2014	\$175.38	Charge
07/10/2014	\$172.67	Charge
06/10/2014	\$176.24	Charge
05/09/2014	\$171.80	Charge
04/09/2014	\$142.60	Charge
03/11/2014	\$142.61	Charge
02/12/2014	\$154.03	Charge
01/13/2014	\$142.11	Charge
12/11/2013	\$142.73	Charge
11/12/2013	\$147.18	Charge
10/10/2013	\$151.63	Charge
09/12/2013	\$170.38	Charge
08/12/2013	\$164.95	Charge
07/11/2013	\$153.17	Charge
06/12/2013	\$152.14	Charge
05/10/2013	\$152.71	Charge
04/10/2013	\$144.31	Charge
03/12/2013	\$144.31	Charge
02/12/2013	\$140.09	Charge
01/11/2013	\$128.29	Charge
12/12/2012	\$128.57	Charge
11/09/2012	\$136.97	Charge
10/08/2012	\$132.77	Charge
09/10/2012	\$136.97	Charge
08/07/2012	\$132.77	Charge
07/06/2012	\$123.38	Charge
06/07/2012	\$141.98	Charge
05/04/2012	\$98.65	Charge
04/05/2012	\$98.65	Charge
03/07/2012	\$90.68	Charge
02/07/2012	\$90.68	Charge
01/09/2012	\$115.00	Charge

8/18/2014 12:13:12 PM

12225 W. VILLAGE GREENWAY  
SUN CITY, AZ 85373

## Your Water Bill

### Your Account

Account number	0411365
District	Aqua Fria

### Your Balance

Amount of your last bill	\$172.67
Your payments as of Aug 11, 2014 (thank you)	-\$172.67
<b>Total Prior Balance</b>	<b>\$0.00</b>

Current Charges (Due September 02, 2014)	<b>\$175.38</b>
---	-----------------

<b>Total Amount</b>	<b>\$175.38</b>
---------------------	-----------------

Detach and mail!

Account Number: 0411365

Pay your bill online, by phone or by mail.  
See back for details.

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-) Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY) SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

As a relatively new resident of the Crossriver subdivision (home purchased in March 2014), I was extremely surprised when I received my first full month water bill. Using the minimum meter reading in water volume, just 1K gallons of total water, my bill was just short of \$90. The fact that I have a fixed cost associated with water and sewer access is understandable from a business perspective, as just the availability of water and sewage carries value. However, the cost of availing access to that service, in no business model, should never be as high as is stated in my monthly billing.

Based on the billing descriptions attached (last 3 months of water usage and billing), even if I had zero water usage, the fixed cost would still have been, on average, \$77.26 per month. I have yet to determine any reasonable explanation for the need to charge these exorbitant fixed fees simply for access to a water line.

The need for and presence of certain fees is appropriate for the business model associated with water service. However, it is clearly, in the interest of the consumer, disproportionate to the services rendered.

Name: Brandon Smith  
Address: 12036 W Louise Ct.  
Resident of: Crossriver  
Email: blsmith\_05@yahoo.com  
Contact info: Phone 480.822.9194

 8.22.2014  
Signature and Date

Attention: ACC docket control



**Bill Period & Meter Information**

Billing Period Jun 06 to Jul 08 (32 days)

Rate Type: AZ Residential

Service Address **12036 W LOUISE CT  
SUN CITY, AZ 85373**

Premise Number

Meter Number

Meter Type **3/4 inch**

Unit of Measure Thousand Gallons

Meter reading on Jul 08 (actual) 10

Meter reading on Jun 06 (actual) 9

**Total Water Usage 1**

**Current Activity**

**Your Water Charges**

Water Basic Service \$15.89

Cost of water you used (Jun 06-Jun 30)  
.75 Gallons X \$2.791 \$2.09

Ground Water Withdrawal Fee \$0.01

Water Basic Service \$5.66

Cost of water you used (Jul 01-Jul 08)  
.25 Gallons X \$2.9772 \$0.74

**Subtotal of Water Charges \$24.39**

**Your Wastewater Treatment Charges**

Sewer Basic Service \$57.36

Sewer Volume (Jun 06-Jul 08)  
1.00 Gallons X \$6.9782 \$6.98

ACC Regulatory Assessment Chrg \$0.13

**Subtotal of Water Charges \$64.47**

**Your Other Charges**

ACC Regulatory Assessment Chrg \$0.04

WhiteTank HUF Basic Svc Credit -\$0.11

WhiteTank HUF Commodity Credit -\$0.02

ACC Regulatory Assessment Chrg \$0.01

WhiteTank HUF Basic Svc Credit -\$0.12

WhiteTank HUF Commodity Credit -\$0.02

**Subtotal of Other Charges -\$0.22**

**Your Taxes**

County Tax - Maricopa \$0.17

State Tax - Arizona \$1.35

Water Use Tax - Arizona \$0.01

**Subtotal of Taxes \$1.53**

**Total Current Charges \$90.17**

**Important Information**

Sign up for AutoPay and Paperless Billing for your chance to win an iPad Mini! Visit [epcor.com](http://epcor.com) for more information.

On July 1, 2014, the final phase of the three-phase water rate increase approved by the Arizona Corporation Commission in May 2012 goes into effect. For questions, please visit [epcor.com](http://epcor.com) or call 1-800-383-0834.

**Paying Your Bill**

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

Brandon Smith  
Account :

### Bill Period & Meter Information

Billing Period Jul 08 to Aug 07 (30 days)

Rate Type: AZ Residential

Service Address 12036 W LOUISE CT  
SUN CITY, AZ 85373

Premise Number

Meter Number

Meter Type 3/4 inch

Unit of Measure Thousand Gallons

Meter reading on Aug 07 (actual) 12

Meter reading on Jul 08 (actual) 10

Total Water Usage 2

### Current Activity

#### Your Water Charges

Water Basic Service \$22.61

Cost of water you used (Jul 08-Aug 07)  
2.00 Gallons X \$2.9772 \$5.95

Ground Water Withdrawal Fee \$0.02

Subtotal of Water Charges \$28.58

#### Your Wastewater Treatment Charges

Sewer Basic Service \$57.36

Sewer Volume (Jul 08-Aug 07)  
2.00 Gallons X \$6.9782 \$13.96

ACC Regulatory Assessment Chrg \$0.16

Subtotal of Water Charges \$71.48

### Your Other Charges

ACC Regulatory Assessment Chrg \$0.06

WhiteTank HUF Basic Svc Credit -\$0.46

WhiteTank HUF Commodity Credit -\$0.13

Subtotal of Other Charges -\$0.53

### Your Taxes

County Tax - Maricopa \$0.20

State Tax - Arizona \$1.57

Water Use Tax - Arizona \$0.01

Subtotal of Taxes \$1.78

**Total Current Charges \$101.31**

### Important Information

On August 1, 2014, the Arizona Corporation Commission Assessment Charge will be adjusted for all Arizona customers. Questions? Please call 1-800-383-0834.

On July 22, the Arizona Corporation Commission directed EPCOR to review different options for how your wastewater rates are calculated. Visit [epcor.com](http://epcor.com) for more information.

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit changed. For example, customers with a 5/8 x 3/4-inch meter will receive a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-) Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY) SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

*My wife and I are newer residents of AZ. and having irrigation and a pool we weren't sure what to expect with regards to our water bills. But after reading numerous articles in the newspaper on the subject it became apparent that EPCOR lost a substantial customer base and the remaining customers are picking up the difference. Please find a fair and equitable means of bringing our charges in line with what other surrounding communities are paying.*

Name: Carl and Nancy Rutledge  
Address: 11933 W. Jessie Ln  
Resident of: (Your subdivision goes here) Crossriver  
Email: CRut118278@aol.com  
Contact info:

*Carl D. Rutledge*  
\_\_\_\_\_  
Signature and Date

Attention: ACC docket control

CARL RUTLEDGE  
Account 0440023

**Bill Period & Meter Information**

Billing Period May 07 to Jun 06 (30 days)

Rate Type: AZ Residential

Service Address 11933 W JESSIE LN  
SUN CITY, AZ 85373  
Premise Number 230125752  
Meter Number S49831140  
Meter Type 3/4 inch  
Unit of Measure Thousand Gallons  
Meter reading on Jun 06 (actual) 981  
Meter reading on May 07 (actual) 967  
Total Water Usage 14

**Your Other Charges**

ACC Regulatory Assessment Chrg \$0.15  
WhiteTank HUF Basic Svc Credit -\$0.14  
WhiteTank HUF Commodity Credit -\$0.29  
Subtotal of Other Charges -\$0.28

**Your Taxes**

County Tax - Maricopa \$0.52  
State Tax - Arizona \$4.18  
Water Use Tax - Arizona \$0.09  
Subtotal of Taxes \$4.79

**Total Current Charges \$186.10**

CARL RUTLEDGE  
Account 0440023

**Bill Period & Meter Information**

Billing Period Jul 08 to Aug 07 (30 days)

Rate Type: AZ Residential

Service Address 11933 W JESSIE LN  
SUN CITY, AZ 85373  
Premise Number 230125752  
Meter Number S49831140  
Meter Type 3/4 inch  
Unit of Measure Thousand Gallons  
Meter reading on Aug 07 (actual) 1010  
Meter reading on Jul 08 (actual) 996  
Total Water Usage 14

**Your Other Charges**

ACC Regulatory Assessment Chrg \$0.18  
WhiteTank HUF Basic Svc Credit -\$0.46  
WhiteTank HUF Commodity Credit -\$0.88  
Subtotal of Other Charges -\$1.16

**Your Taxes**

County Tax - Maricopa \$0.55  
State Tax - Arizona \$4.41  
Water Use Tax - Arizona \$0.09  
Subtotal of Taxes \$5.05

**Total Current Charges \$190.50**

**Current Activity**

**Your Water Charges**

Water Basic Service \$22.61  
Cost of water you used (Jul 08-Aug 07)  
4.00 Gallons X \$2.9772 \$11.91  
9.00 Gallons X \$4.4527 \$40.07  
1.00 Gallons X \$5.4301 \$5.43  
Ground Water Withdrawal Fee \$0.14  
Subtotal of Water Charges \$80.16

**Your Wastewater Treatment Charges**

Sewer Basic Service \$57.36  
Sewer Volume (Jul 08-Aug 07)  
7.00 Gallons X \$6.9782 \$48.85  
ACC Regulatory Assessment Chrg \$0.24  
Subtotal of Water Charges \$106.45

**Important Information**

On August 1, 2014, the Arizona Corporation Commission Assessment Charge will be adjusted for all Arizona customers. Questions? Please call 1-800-383-0834.

On July 22, the Arizona Corporation Commission directed EPCOR to review different options for how your wastewater rates are calculated. Visit [epcor.com](http://epcor.com) for more information.

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit changed. For example, customers with a 5/8 x 3/4-inch meter will receive a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)

Docket Nos. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket :

COMMENTS:

I live with my fiancé and our water bill is too high. It is unfair to us we need help. It is a financial burden on us. Here are our last 2 bills.

Name: Antonio Benavidez

Address: 11939 W. Dos Rios Dr. Sun City AZ 85373

Resident of: (Your subdivision goes here) DOS RIOS

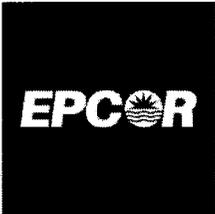
Email: emcc9843@yahoo.com

Contact info: 623 225 8341

Antonio Benavidez  
Signature

Date 8/22/14

Attention: ACC docket control



**WATER**

**Questions / Emergency**

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

CRISTINA M BOCCIO  
For service at:  
11939 W DOS RIOS DR  
SUN CITY, AZ 85373

*ANTONIO  
BENAVIDEZ*

Bill date: July 10, 2014

**Your Water Bill**

**Your Account**

Account number

District

Aqua Fria

**Your Balance**

Amount of your last bill \$133.29

Your payments as of Jul 10, 2014 (thank you) -\$133.29

**Total Prior Balance \$0.00**

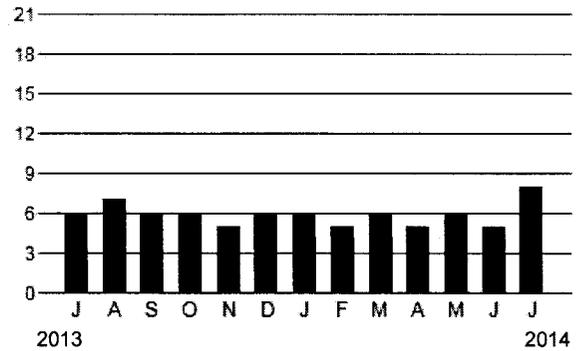
**Current Charges \$159.18**

(Due July 30, 2014)

**Total Amount**



**Monthly Usage**



Detach and mail this portion with your payment.

Account Number: 0407740

Amount Due: \$159.18

Pay your bill online, by phone or by mail.  
See back for details.

Due Date: July 30, 2014

Amount Paid: \$

004040 000005138



CRISTINA M BOCCIO  
11939 W DOS RIOS DR  
SUN CITY AZ 85373-5060

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036



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CRISTINA M BOCCIO

Account I

### Bill Period & Meter Information

Billing Period Jun 06 to Jul 08 (32 days)

Rate Type: AZ Residential

**Service Address** 11939 W DOS RIOS DR  
SUN CITY, AZ 85373

**Premise Number** 230133164

**Meter Number** S51023356  
**Meter Type** 3/4 inch  
Unit of Measure Thousand Gallons  
Meter reading on Jul 08 (actual) 286  
Meter reading on Jun 06 (actual) 278

---

**Total Water Usage** 8

### Current Activity

#### Your Water Charges

Water Basic Service \$15.89  
Cost of water you used (Jun 06-Jun 30)  
3.00 Gallons X \$2.791 \$8.37  
3.00 Gallons X \$4.1742 \$12.52  
Ground Water Withdrawal Fee \$0.06  
Water Basic Service \$5.66  
Cost of water you used (Jul 01-Jul 08)  
1.00 Gallons X \$2.9772 \$2.98  
1.00 Gallons X \$4.4527 \$4.45  
Ground Water Withdrawal Fee \$0.02

---

**Subtotal of Water Charges** \$49.95

#### Your Wastewater Treatment Charges

Sewer Basic Service \$57.36  
Sewer Volume (Jun 06-Jul 08)

7.00 Gallons X \$6.9782 \$48.85  
ACC Regulatory Assessment Chrg \$0.22

---

**Subtotal of Water Charges** \$106.43

#### Your Other Charges

ACC Regulatory Assessment Chrg \$0.08  
WhiteTank HUF Basic Svc Credit -\$0.11  
WhiteTank HUF Commodity Credit -\$0.12  
ACC Regulatory Assessment Chrg \$0.03  
WhiteTank HUF Basic Svc Credit -\$0.12  
WhiteTank HUF Commodity Credit -\$0.13

---

**Subtotal of Other Charges** -\$0.37

#### Your Taxes

County Tax - Maricopa \$0.35  
State Tax - Arizona \$2.77  
Water Use Tax - Arizona \$0.05

---

**Subtotal of Taxes** \$3.17

**Total Current Charges** \$159.18

### Important Information

Sign up for AutoPay and Paperless Billing for your chance to win an iPad Mini! Visit [epcor.com](http://epcor.com) for more information.

On July 1, 2014, the final phase of the three-phase water rate increase approved by the Arizona Corporation Commission in May 2012 goes into effect. For questions, please visit [epcor.com](http://epcor.com) or call 1-800-383-0834.

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### Paying Your Bill

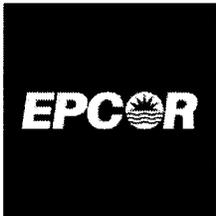
Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

**Important Information**

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit will change. For example, customers with a 5/8 x 3/4 inch meter will be given a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.



**WATER**

**Questions / Emergency**

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

CRISTINA M BOCCIO  
For service at:  
11939 W DOS RIOS DR  
SUN CITY, AZ 85373

*ANTONIO BENAVIDESZ*

Bill date: August 11, 2014

**Your Water Bill**

**Your Account**

Account number 0407740  
District Aqua Fria

**Your Balance**

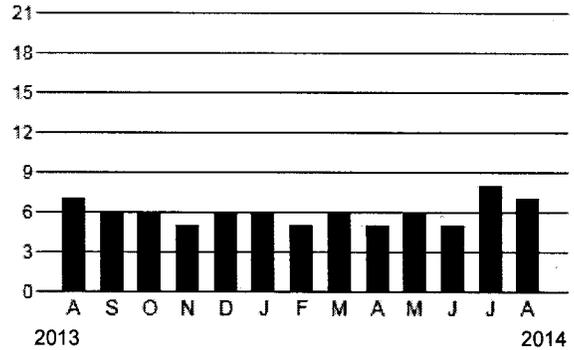
Amount of your last bill \$159.18  
Your payments as of Aug 11, 2014 (thank you) -\$159.18  
**Total Prior Balance \$0.00**

**Current Charges \$156.62**  
(Due September 02, 2014)

**Total Amount**



**Monthly Usage**



Detach and mail this portion with your payment.

Account Number: 0407740

Pay your bill online, by phone or by mail.  
See back for details.

Amount Due: \$156.62

Due Date: September 02, 2014

Amount Paid: \$

Amount Paid: \$

CRISTINA M BOCCIO  
11939 W DOS RIOS DR  
SUN CITY, AZ 85373

EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036



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CRISTINA M BOCCIO  
Account 0407740

### Bill Period & Meter Information

Billing Period Jul 08 to Aug 07 (30 days)

Rate Type: AZ Residential

Service Address 11939 W DOS RIOS DR  
SUN CITY, AZ 85373

Premise Number 230133164

Meter Number S51023356

Meter Type 3/4 inch

Unit of Measure Thousand Gallons

Meter reading on Aug 07 (actual) 293

Meter reading on Jul 08 (actual) 286

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Total Water Usage 7

### Current Activity

#### Your Water Charges

Water Basic Service \$22.61

Cost of water you used (Jul 08-Aug 07)

4.00 Gallons X \$2.9772 \$11.91

3.00 Gallons X \$4.4527 \$13.36

Ground Water Withdrawal Fee \$0.07

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**Subtotal of Water Charges \$47.95**

#### Your Wastewater Treatment Charges

Sewer Basic Service \$57.36

Sewer Volume (Jul 08-Aug 07)

7.00 Gallons X \$6.9782 \$48.85

ACC Regulatory Assessment Chrg \$0.24

---

**Subtotal of Water Charges \$106.45**

### Your Other Charges

ACC Regulatory Assessment Chrg \$0.11

WhiteTank HUF Basic Svc Credit -\$0.46

WhiteTank HUF Commodity Credit -\$0.44

---

**Subtotal of Other Charges -\$0.79**

### Your Taxes

County Tax - Maricopa \$0.33

State Tax - Arizona \$2.63

Water Use Tax - Arizona \$0.05

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**Subtotal of Taxes \$3.01**

**Total Current Charges \$156.62**

### Important Information

On August 1, 2014, the Arizona Corporation Commission Assessment Charge will be adjusted for all Arizona customers. Questions? Please call 1-800-383-0834.

On July 22, the Arizona Corporation Commission directed EPCOR to review different options for how your wastewater rates are calculated. Visit [epcor.com](http://epcor.com) for more information.

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit changed. For example, customers with a 5/8 x 3/4-inch meter will receive a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

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### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)

CRISTINA M BOCCIO  
Account 0407740

**Important Information**

What's the biggest water user in your home? It's actually your toilet and it makes up nearly 30% of your total indoor water use. For more conservation tips, visit [epcor.com](http://epcor.com).

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-) Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY) SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

I PURCHASED MY HOME IN CROSSRIVER IN APRIL 2006.

ALTHOUGH MY AZ AMERICAN WATER BILL WAS HIGHER THAN  
MY PHOENIX HOME BILL, IT WAS REASONABLE COMPARED TO  
WHAT MY EPCOR BILL IS TODAY.

I KNOW THERE ARE PEOPLE LIVING IN OUR COMMUNITY WHO  
ARE HAVING A HARD TIME PAYING THEIR WATER BILLS; SOME,  
LIKE MYSELF PAY LESS FOR MONTHLY ELECTRIC BILLS, EVEN  
THOUGH I WORK FROM MY HOME.

I REACH FULL RETIREMENT AGE NEXT MONTH, BUT FOR  
FINANCIAL REASONS CHOOSE TO CONTINUE WORKING.

Name: GLENDAMORRISON  
Address: 11812 W. DALEY CT. SUN CITY AZ 85373  
Resident of: (Your subdivision goes here) CROSSRIVER  
Email: 2glendamorrison@gmail.com  
Contact info: SEE ABOVE

Signature and Date



9:8:2014

Attention: ACC docket control

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-)  
AMERICAN WATER COMPANY)

Docket No. W-01303A-09-0343  
SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS: CONTINUED FROM PAGE 1.

I PRAISE GOD THAT I HAVE THE PHYSICAL & MENTAL CAPACITY TO DO SO.

I KNOW MANY IN OUR COMMUNITY ARE ON A FIXED INCOME AND ARE HAVING A HARD TIME PAYING THEIR MONTHLY WATER/WASTEWATER BILLS. BUT THIS IS NOT JUST AN ISSUE INVOLVING "HARDSHIP"..... IT'S ALSO ABOUT EQUALITY AND FAIRNESS FOR ALL EPCOR CUSTOMERS. WHY ARE THERE SOME COMMUNITIES CLOSE BY (IE SUN CITY) — EPCOR CUSTOMERS — WHO PAY SO MUCH LESS THAN THOSE OF US IN THE AQUA FRIA DISTRICT?

SOUNDS LIKE "ALL ANIMALS ARE EQUAL, BUT SOME ANIMALS ARE "MORE EQUAL" THAN OTHERS" — A SITUATION WHERE THE "SOME ANIMALS" ARE CUSTOMERS WITH THE LOWER EPCOR RATES.

I AM IN FULL SUPPORT OF DECONSOLIDATION WHERE EVERY EPCOR CUSTOMER PAYS THE SAME BASE RATE. I UNDERSTAND THAT THIS IS UNPOPULAR WITH CUSTOMERS WHO HAVE LOWER RATES AND MAY NOW BE FACING A RAISE IN THEIR WATER/WASTEWATER RATES, BUT AS PREVIOUSLY MENTIONED, THIS SHOULD BE ABOUT SEEKING "FAIRNESS" AND "EQUALITY" FOR US ALL. I HOPE YOU AGREE WITH ME, & VOTE ACCORDINGLY.

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF ARIZONA-) Docket No. W-01303A-09-0343  
AMERICAN WATER COMPANY) SW-01303A-09-0343

Information to be posted to above docket:

COMMENTS:

According to the bar graph, we went from 12K gallons in Aug '13 to only 1K in Aug '14. We have done absolutely nothing different. Just looking at the graph shows you that something is drastically off here. On page 2 it shows actual versus estimate. Shouldn't we only be paying for what we actually use?

Name: Tanya + Kevin Sanders  
Address: 23026 N. 120th Ln Sun City 85373  
Resident of: (Your subdivision goes here) CrossRiver  
Email: ktsanders@cox.net  
Contact info: Home 623 975 6831 cell 602 909 3818

Tanya Sanders 8/26/14  
Signature and Date

Attention: ACC docket control

Questions / Emergency

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

TANYA SANDERS  
For service at:  
23026 N 120TH LN  
SUN CITY, AZ 85373

Bill date: August 11, 2014

## Your Water Bill

### Your Account

Account number 0389753  
District Aqua Fria

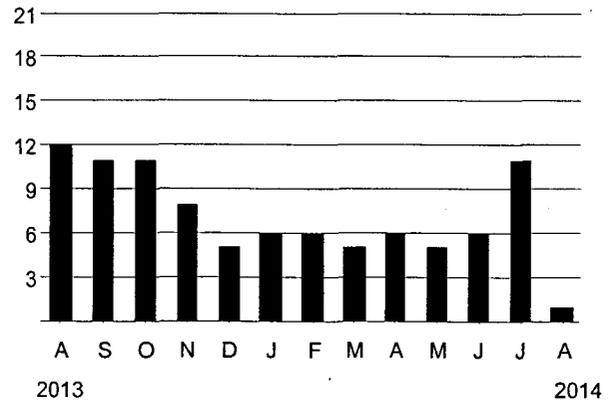
### Your Balance

Amount of your last bill \$172.67  
Your payments as of Aug 11, 2014 (thank you) -\$172.67  
**Total Prior Balance \$0.00**

**Current Charges \$91.22**  
(Due September 02, 2014)

<b>Total Amount</b>	<b>\$91.22</b>
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### Monthly Usage



*Page 1*

Detach and mail this portion with your payment.

EP011408.11-4193-000005327

Account Number: 0389753

Pay your bill online, by phone or by mail.  
See back for details.

**Amount Due: \$91.22**

**Due Date: September 02, 2014**

Amount Paid: \$

002097 000005327



TANYA SANDERS  
23026 N 120TH LN  
SUN CITY AZ 85373-5612



EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036



000230389753800000000000009122012

### Bill Period & Meter Information

Billing Period Jul 08 to Aug 07 (30 days)

Rate Type: AZ Residential

Service Address 23026 N 120TH LN  
SUN CITY, AZ 85373

Premise Number 230125772

Meter Number S49777598

Meter Type 3/4 inch

Unit of Measure Thousand Gallons

Meter reading on Aug 07 (actual) 1334

Meter reading on Jul 08 (estimate) 1333

Total Water Usage 1

### Current Activity

#### Your Water Charges

Water Basic Service \$22.61

Cost of water you used (Jul 08-Aug 07)  
1.00 Gallons X \$2.9772 \$2.98

Ground Water Withdrawal Fee \$0.01

**Subtotal of Water Charges \$25.60**

#### Your Wastewater Treatment Charges

Sewer Basic Service \$57.36

Sewer Volume (Jul 08-Aug 07)  
1.00 Gallons X \$6.9782 \$6.98

ACC Regulatory Assessment Chrg \$0.15

**Subtotal of Water Charges \$64.49**

### Your Other Charges

ACC Regulatory Assessment Chrg \$0.06

WhiteTank HUF Basic Svc Credit -\$0.46

WhiteTank HUF Commodity Credit -\$0.06

**Subtotal of Other Charges -\$0.46**

### Your Taxes

County Tax - Maricopa \$0.18

State Tax - Arizona \$1.40

Water Use Tax - Arizona \$0.01

**Subtotal of Taxes \$1.59**

**Total Current Charges \$91.22**

### Important Information

On August 1, 2014, the Arizona Corporation Commission Assessment Charge will be adjusted for all Arizona customers. Questions? Please call 1-800-383-0834.

On July 22, the Arizona Corporation Commission directed EPCOR to review different options for how your wastewater rates are calculated. Visit epcor.com for more information.

Beginning July 1, 2014, the monthly White Tanks Hook-Up Fee Surcredit changed. For example, customers with a 5/8 x 3/4-inch meter will receive a basic service credit of \$0.46, as well as a commodity credit of \$0.0626 per 1,000 gallons.

### Paying Your Bill

Mail: EPCOR Water  
PO Box 80036  
Prescott, AZ 86304-8036

Phone: 1-800-383-0834

Online: www.epcor.com

Page 2