

ORIGINAL



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



Executive Director

ARIZONA CORPORATION COMMISSION RECEIVED

2014 SEP 19 P 3:47

AZ CORP COMMISSION  
DOCKET CONTROL

To: Docket Control

RE: EPCOR      Docket # <sup>WS</sup>~~AV~~-01303A-14-0010

Please docket the attached 13 customer comments regarding the above filed case.

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

Filed by: Utilities Division - Consumer Services

Arizona Corporation Commission  
DOCKETED  
SEP 19 2014

DOCKETED BY

WS. 01303A.14.0010

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117285

Date: 7/28/2014

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Donald Last: Lowery

Account Name: Donald Lowery

Home:

Street:

Work:

City: Bullhead City

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Sewer \*AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

WS-01303A-14-0010 Opposed Ft. Mohave sewer rate increase

Customer claims current rates are already too high. He believes the customers are getting robbed and it is not the consumer's fault the big boom in housing never happened.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

\*End of Comments\*

Date Completed: 7/28/2014

Opinion No. 2014 - 117285



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 8/5/2014

Opinion No. 2014 - 117434

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WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

F:

Priority: Respond Within Five Days

Opinion No. 2014 - 117437

Date: 8/5/2014

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Nancy Last: Knight

Account Name: Nancy Knight

Home: (000) 000-0000

Street:

Work:

City: Ft. Mohave

CBF

State: AZ Zip: n/a

is:

Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (000) 000-0000

Nature of Complaint:

DOCKET NO. WS-01303A-14-0010 RATES OPPOSED FT. MOHAVE

Name:Nancy Knight

Date:06/10/2014

Address

Phone:

CityStateZip:Fort Mohave

Cel

Docket:Mohave Wastewater District Rate Increase

DocketNo.

Utility:EPCOR

Position:Con

Email:nancy.knight@epcor.com

Comments:I ask for denial of a rate increase and consideration of a rate decrease. We are currently paying \$56.67 per month just for sewer service as our water usage is billed from a different company. This is an excessive rate for sewer service compared to other sewer companies in the area who deliver service for under \$40 per month. EPCOR made a bad business decision when it purchased the sewer plant from Arizona American. Ratepayers should not have to bail out a company that makes bad business decisions. Not only do we have high rates, but we also suffer from hydrogen sulfide gas in the air that we breathe due to slow running and filthy pipes. Supervisor Moss' staff reported that EPCOR has tried to resolve the problem with the addition of chlorine in the pipes but to no avail as we continue to suffer from the highly toxic hydrogen sulfide gas in our air. We need a rate reduction and we need the air cleaned up. EPCOR would be wise to consider a sale of their plant to the TRIBAL Authority. This plant and its lift stations also have hydrogen sulfide gas emission problems. Consolidation of the sewer service to one company would benefit all concerned as rates could be lowered due to economy of scale and no finger pointing to a competitor about whose plant is out of compliance with hazardous gas emissions into the air that we breathe. Please stop the corporate welfare scam that led to the excessively

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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high rate that the Commission approved in the first place all those years ago and consider the best interests of your constituents and my fellow neighbors.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 8/5/2014

Opinion No. 2014 - 117437

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2014 - 118761

Date: 9/18/2014

Complaint Description: 08Q EPCOR  
N/A Not Applicable

Complaint By: First: Janice R.

Last: Johnson

Account Name: Janice R. Johnson

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85000

is:

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Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket number: WS-01303A-14-0010

From: Janis Johnson [mailto:  
Sent: Tuesday, September 09, 2014 9:25 PM  
To: Bob Stump; Gary Pierce; Susan Bitter Smith; Brenda Burns; Bob Burns  
Cc: Utilities Div - Mailbox  
Subject: Epicor and Sun City

I am strongly opposed to the ridiculous rate hike Epicor is requesting. Many people will be watching for the outcome of this matter.

Sincerely,  
Janis R Johnson  
9904 W. Desert Forest Cir. Sun City, AZ 85351

Bob Stump, Chair bstump@azcc.gov  
Gary Pierce gpierce@azcc.gov  
Susan Bitter Smith sbittersmith@azcc.gov  
Brenda Burns bburns@azcc.gov  
Bob Burns rburns@azcc.gov

Please reference Docket numbers SW-01303A-09-0343 for the wastewater case and WS-01303A-14-0010 for the water case and copy all written correspondence to mailmaster@azcc.gov.

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

9/18

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

\*End of Comments\*

Date Completed: 9/18/2014

Opinion No. 2014 - 118761

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2014 - 118642

Date: 9/15/2014

Complaint Description: 08Q EPCOR  
08G Consolidation - Opposed

Complaint By: First: Donald Last: Schordje

Account Name: Donald Schordje

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

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Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. W-01303A-14-0010

From: Donald Schordje  
Date: Sun, Sep 14, 2014 at 8:24 PM

Subject: EPCOR proposed consolidation requests.

To: bstump@azcc.gov, gpierce@azcc.gov, sbittersmith@azcc.gov, bburns@azcc.gov, rburns@azcc.gov  
Dear Commissioner,

I am opposed to EPCOR's proposed consolidation requests (Docket Numbers SW-01303A-09-0343 and WS-01303A-14-0010) which would unfairly substantially raise my water and waste water bills.

As a resident of Sun City, our annual Recreation Center fees will also be affected since the consolidation would also raise the fees to our seven centers and eight golf courses. It is unfair to raise our rates to pay other communities bills and give EPCOR carte blanche to use our assessments for purposes that do not affect our community.

Please vote no on consolidation.

Sincerely,  
Donald Schordje

Sun City, Az  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

9/15/14: Entered for the record and docketed CLOSED

\*End of Comments\*

Date Completed: 9/15/2014

Opinion No. 2014 - 118642

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Tom Davis

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118651

Date: 9/15/2014

Complaint Description: 08Q EPCOR  
08G Consolidation - Opposed

First:

Last:

Complaint By: H. James and Dianne Angrick

Account Name: H. James and Dianne Angrick

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR

State: AZ Zip

is: E-Mail

Utility Company. EPCOR Water \*AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. W-01303A-14-0010

From: H. James Angrick [mailto:  
Sent: Monday, September 15, 2014 8:07 AM  
To: Bob Stump; Gary Pierce; Susan Bitter Smith; Brenda Burns; Bob Burns  
Cc: Utilities Div - Mailbox  
Subject: Subject: Epcor SW-01303A-09-0343 and WS-01303A-14-0010

Please vote against the Epcor proposal to group Sun City West with other water and sewer systems.

I cannot afford a rate increase for no reason other than to reduce rates for other systems.

H. James and Dianne Angrick

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/15/14: Entered for the record and docketed CLOSED  
\*End of Comments\*

Date Completed: 9/15/2014

Opinion No. 2014 - 118651

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone

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Priority: Respond Within Five Days

Opinion No. 2014 - 118648

Date: 9/15/2014

Complaint Description: 08Q EPCOR  
08G Consolidation - Opposed

First:

Last:

Complaint By: Carlier & Joan Roberts Lauer

Account Name: NelMarie Melville

Home: (000) 000-0000

Street: unknown

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. W-01303A-14-0010

From: carl/joan lauer/robertson [mailto:  
Sent: Sunday, September 14, 2014 12:03 PM  
To: Bob Stump; Utilities Div - Mailbox

Subject: Two votes herewith OPPOSING the EPCOR WATER proposals Docket numbers SW-01303A-09-0343;  
WS-01303A-14-0010

RE: The EPCOR WATER CO., WATER-WASTEWATER PROPOSALS  
Docket numbers: SW-01303A-09-0343; WS-01303A-14-0010

TO: ACC, Commissioners Wing, 1200 W Washington Street, 2nd Floor, Phoenix AZ 85007

RE: Docket numbers: SW-01303A-09-0343; WS-01303A-14-0010

We, Carlier Lauer & Joan Robertson-Lauer, Residents of Sun City, AZ,

- \* OPPOSE the inappropriate EPCOR WATER-WASTEWATER proposals referenced above
- \* We OPPOSE the CONSOLIDATION of water districts
- \* We OPPOSE the proposed RATE INCREASES
- \* We OPPOSE the proposed SIB SYSTEM entirely
- \* We OPPOSE the proposed significant ADJUSTER MECHANISMS entirely

We, Carlier & Joan, concur with the AZ Corp. Commission regarding the UNCONSTITUTIONALITY of the SIB System proposed.

Sincerely,

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Carlier Lauer & Joan Robertson-Lauer  
( two Residents of Sun City, AZ )

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

9/15/14: Entered for the record and docketed CLOSED

\*End of Comments\*

**Date Completed: 9/15/2014**

**Opinion No. 2014 - 118648**

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2014 - 118646

Date: 9/15/2014

Complaint Description: 08Q EPCOR  
08G Consolidation - Opposed

Complaint By: First: NelMarie Last: Melville

Account Name: NelMarie Melville

Home

Street:

Work: (000) 000-0000

City: Sun City

CBR

State: AZ Zip:

is: E-Mail

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Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. W-01303A-14-0010

From: Nelmarie Melville

Subject: EPCOR water Docket SW-01303A-09-0343 and WS-01303A-14-0010

Date: September 14, 2014 at 12:53:11 PM MST

To: bstump@azcc.gov

I urge to not support the consolidation and to not approve the SIB. It is unconstitutional and will hurt the residents of Sun Cities who can little afford any more increases. We are living on the edges already with increases on everythingd needed to even live here. You cannot forget that Del Webb, 60 plus years ago, created Sun City and this south west would still be a dry dessert if it were not for the Sun Citians who settled here and made it what it is today. You cannot approve these "for power , control and greed" measures that can destroy what Del Webb created.

Respectfully, and hopefully, NelMarie Melville,

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

9/15/14: Entered for the record and docketed CLOSED

\*End of Comments\*

Date Completed: 9/15/2014

Opinion No. 2014 - 118646

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2014 - 118644

Date: 9/15/2014

Complaint Description: 08Q EPCOR  
N/A Not Applicable

Complaint By: First: Donna Last: Peasley

Account Name: Donna Peasley Home: (000) 000-0000

Street: unknown Work: (000) 000-0000

City: unknown CBR:

State: AZ Zip: unknown is: E-Mail

---

Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name: Contact Phone: ( )

**Nature of Complaint:**

DOCKET NO. W-01303A-14-0010

From: Donna Peasley [mailto:  
Sent: Saturday, September 13, 2014 5:48 PM  
To: Donna Peasley  
Subject: Epcor -SW-01303A-09-0343 and WS-01303A14-0010

We certainly do not want price increases that Epcor wants - I am on a very low income - I am not getting any raises - neither should Epcor. They just had a big increase they don't need another one.

Please think about the retirees and turn down their request.

Donna Peasley  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

9/15/14: Entered for the record and docketed CLOSED  
\*End of Comments\*

**Date Completed: 9/15/2014**

Opinion No. 2014 - 118644

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Susan Bitter Smith

Brenda Burns

Bob Burns

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

9/15/14: Entered for the record and docketed

\*End of Comments\*

Date Completed: 9/15/2014

Opinion No. 2014 - 118663

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Richard Martinez      **Phone:**      **Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2014 - 118760      **Date:** 9/18/2014

**Complaint Description:** 08Q EPCOR  
N/A Not Applicable

**Complaint By:**      **First:** Lynn      **Last:** Christenson

**Account Name:** Lynn Christenson      **Home:** (000) 000-0000

**Street:** na      **Work:**

**City:** Sun City      **CBR:**

**State:** AZ      Zip:      **is:**

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**Utility Company:** EPCOR Water \*AAWC

**Division:** Water

**Contact Name:**      **Contact Phone:**

**Nature of Complaint:**

Docket number: WS-01303A-14-0010

From: Lynn Christensen [mailto:  
Sent: Wednesday, September 10, 2014 8:03 AM  
To: Bob Stump; Gary Pierce; Susan Bitter Smith; Brenda Burns; Bob Burns  
Cc: Utilities Div - Mailbox  
Subject: OPPOSED to Docket numbers SW-01303A-09-0343 and WS-01303A-14-0010

OPPOSED to Docket numbers SW-01303A-09-0343 and WS-01303A-14-0010  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

9/18  
Emailed to the Phoenix ACC office for docketing.  
FILE CLOSED.  
\*End of Comments\*

**Date Completed:** 9/18/2014

**Opinion No.** 2014 - 118760

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Richard Martinez      **Phone:**      **Fax:** (

**Priority:** Respond Within Five Days

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**Opinion**      **No.** 2014 - 118763      **Date:** 9/18/2014

**Complaint Description:**      08Q EPCOR  
N/A Not Applicable

**Complaint By:**      **First:**      **Last:**  
**Michael J. and Linda L Schmidt**

**Account Name:**      Michael J. and Linda L. Schmidt      **Home:** (000) 000-0000

**Street:**      na      **Work:**

**City:**      Sun City      **CBR:**

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

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**Utility Company:**      **EPCOR Water \*AAWC**

**Division:**      Water

**Contact Name:**      **Contact Phone:**

**Nature of Complaint:**

DOCKET NO. WS-01303A-14-0010

From: Linda Schmidt [mailto:  
Sent: Tuesday, September 09, 2014 6:09 PM  
To: Bob Burns; Susan Bitter Smith; Gary Pierce; Bob Stump; Brenda Burns  
Cc: Utilities Div - Mailbox  
Subject: Re: Wastewater Rate Design Examination

Dear Commissioner,

We want to make our feeling perfectly clear on the rate increase issue. We are part of the Sun City family that would be affected. I will tell you that most of the people in Sun City are on a limited and fixed income, as we are. We can't afford to pay double the amount we are currently paying for water usage.

Re: DOCKET NO. SW-01303A-09-0343; WS-01303A-14-0010  
Wastewater Rate Design Examination

As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission.

EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3 Million over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5 Million over the noted five-year period. We cannot and should not be required to subsidize other districts for poor planning and choices.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts.

We are opposed to full consolidation of all EPCOR wastewater districts.

Respectfully yours,  
Michael J. Schmidt and Linda L. Schmidt  
Zip Code:  
\*End of Complaint\*

**Utilities' Response:**

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**Investigator's Comments and Disposition:**

9/18  
Emailed to the Phoenix ACC office for docketing.  
FILE CLOSED.  
\*End of Comments\*

**Date Completed: 9/18/2014**

**Opinion No. 2014 - 118763**

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Al Amezcua

**Phone:**

**Fax:** (602) 974-2000

**Priority:** Respond Within Five Days

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**Opinion No.** 2014 - 118365

**Date:** 9/3/2014

**Complaint Description:** 08Q EPCOR  
N/A Not Applicable

**Complaint By:** **Wendy Jackson**

**Account Name:** Wendy Jackson

**Home:** (602) 974-2000

**Street:**

**Work:** (000) 000-0000

**City:** Buckeye

**CBR:** \

**State:** AZ **Zip:** 85325

**is:** E-Mail

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**Utility Company:** EPCOR Sewer \*AAWC

**Division:** sewer

**Contact Name:**

**Contact Phone:** \

**Nature of Complaint:**

From: Util-PublicComment  
Sent: Tuesday, August 26, 2014 2:00 PM  
To: Util-PublicComment  
Cc: \  
Subject: Public Comment

Name:Wendy Jackson  
Date:8/26/2014  
Address: \ad  
Phone:  
CityStateZip:Buckeye, AZ 85325  
Cell:  
Docket:Epcor Water Rates  
DocketNo:WS-01303A-14-0010  
Utility:Epcore Water  
Position:Con  
Email:

**Comments:**As a resident of Verrado, I wish to submit my concerns pertaining to the water rate debacle with Epcor Water. My husband and I relocated to Verrado and made an investment due to what the neighborhood offers. This community is a community that we value and are proud to call it home. We purchased our home in November 2013 and we were not disclosed about this water rate issue. It came as a surprise that our first few water bills were extremely high from what we were used to. When we contacted Epor to investigate, the representative informed us that if we turned off our water main from the side of the home for an entire billing cycle, we would still be billed \$110.00 per month. Did I mention that we do not own a pool nor do we have grass? We have never heard of this before. Majority of our bill are from fees. I am hoping that this short notice reaches those that would make a decision in this matter. Unfortunately, I do not have faith that Epcor can provide what we need in Verrado. I would like to encourage the decision makers to look for a public option in this matter and utilize city water and local municipalities to process the wastewater. If I am correct, the city of Tolleson can

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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provide wastewater services to Verrado residents at a lower cost and we could get our water supply from the city. If Epcor was not so concerned about a bottom line, maybe our rates will be contained. I leave you with this thought - Did the senior executives at Epcor take a pay cut the last few years to help us not pay the escalating costs. Probably not. I believe a municipal option is the only option at this time to help us save money.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 9/3/2014

Opinion No. 2014 - 118365

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