

COMMISSIONERS
BOB STUMP - Chairman
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SUSAN BITTER SMITH



ARIZONA CORPORATION COMMISSION RECEIVED

2014 SEP 19 P 3:45

AZ CORP COMMISSION
DOCKET CONTROL

To: Docket Control

RE: Chaparral City Water Co.

Docket No. W-02113A-13-0118

Please docket the attached 14 customer comments OPPOSING 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 

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118196

Date: 8/26/2014

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

First:

Last:

Complaint By: JoAnn

Sear

Account Name: JoAnn Sear

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

DOCKET NO. W-02113A-13-0118

From: Util-PublicComment
Sent: Monday, August 25, 2014 3:21 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: JoAnn Sear
Date: 8/25/14
Address:
Phone:
CityStateZip: Fountain Hills, AZ 85268
Cell:
Docket: W-02133A-13-0118
DocketNo: W02133A130118
Utility: Chaparral City Water
Position: Con
Email

Comments: I would love for you to earn what we earn and have your water bill increase by 50% then \$10 over that. This is a horrible increase for our town to endure. It is not \$9 or 18% or however you want to color it. I demand that this increase be lowered to a more reasonable amount, but, not sure you know what a reasonable amount is. We do not have a lot of outside watering to do, we have no real pool, and there are only 2 of us residing at our residence. The only thing I am sure about this increase is that some CEO has a 6 figure income. Lower your income and that will pay for any extras you seem to need from our money. STOP THIS INSANITY AND LOWER OUR BILL.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/26/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/26/2014

Opinion No. 2014 - 118196

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/26/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/26/2014

Opinion No. 2014 - 118195

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118134

Date: 8/22/2014

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

First:

Last:

Complaint By:

Paul

Schuster

Account Name:

Paul Schuster

Home: (000) 000-0000

Street:

Work:

City:

Fountain Hills

CBR:

State:

AZ Zip: 85268

is:

Utility Company:

Chaparral City Water Company-EPCOR

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-02133A-13-0118 RATES OPPOSED

Name: Paul Schuster

Date: 8/8/2014

Address:

Phone:

CityStateZip: Fountain Hills AZ 85268

Cell:

Docket: Water bill increase for Fountain Hills

DocketNo: W-02133A-13-0118

Utility: Chaparral Water

Position: Con

Email:

Comments: I am retired and on a fixed Social Security income. My monthly check was increased this year by about 1%. This outrageous rate increase takes way more than that increase. Tell the water company to CUT their wages. How about another water company to supply water for Fountain Hills to compete with Chaparral. Water in other places/towns are a LOT LESS. Don't make this company RICH at our expense. DO YOU JOB!!!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/22/2014

Opinion No. 2014 - 118134

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Complaint No. 2014 - 118127

Date: 8/22/2014

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

First:

Last:

Complaint By: Barbara

Jordan

Account Name: barbara a jordan

Home: (000) 000-0000

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone: ()

Nature of Complaint:

W-021333A-13-0118 RTAES OPPOSED

Name:barbara a jordan

Date:8/19/14

Address

Phone: - - - - -

CityStateZip:Fountain Hills, AZ 85268

Cell:

Docket:

DocketNo:W-021333A-13-0118

Utility:EPCOR

Email:bajordan@cox.net

Comments:The recent ruling to grant EPCOR extraordinary increases in water prices in Fountain Hills is a total travesty of justice. The ruling is completely one sided. You have completely ignored the needs of the individual consumer and not only granted this company every thing it asked for , but in fact, far in excess of what the company itself, admits , it actually needs! If in fact , this commission has nothing to hide, then it needs to step aside and allow another , more impartial hearing, to take place.If it declines, then public speculation is totally justified about the financial motives behind this commission and its rulings.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/22/2014

Complaint No. 2014 - 118127

Un-Substantiated

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Complaint No. 2014 - 118129

Date: 8/22/2014

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

First:

Last:

Complaint By: Lorraine

Branske

Account Name: :Lorraine C. Branske

Home: (000) 000-0000

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

W-021333A-13-0118 RTAES OPPOSED

Name:Lorraine C. Branske

Date:08/19/2014

Address:

Phone:

CityStateZip:

Cell:

Docket:

DocketNo:W-021333A-13-0118

Utility:Chapparel City Water Co/ owned by EPCOR

Position:Con

Email:fhlorelei@cox.net

Comments:I was aware that there was going to be a rate increase. Water is needed here in Arizona so how can you not agree on increases to expand and improve facilities. But I recently got a bill and with all the increases, it was 33% higher than the month before. Now we do not have a pool, nor do we have any pets. It is only my husband and myself. We take our cars to the car wash and pay to have them cleaned. All of our vegetation is low or no water (purchased at the Desert Botanical Gardens) All of our appliances that require the use of water are energy efficient. This includes our washing machine and dishwasher. They are new and conform to energy saving requirements. Chapparel-City Water was purchased in 2011 by EPCOR. Did they not know or investigate the equipment etc before purchasing? Why did they wait so long to ask for a rate increase. If they would have planned ahead, a smaller rate increase would probably have been enough. Please revisit the original decision. If this rate is going to double over the next 5 years, as reported in the Fountain Hills Times, we may have to rethink our lifestyle. Maybe use paper plates and cups, bathe less often and go to a laundromat to do clothes. Living like that is not what we had in mind when we moved to Arizona. HELP!!!!

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/22/2014

Complaint No. 2014 - 118129

Substantiated

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Complaint No. 2014 - 118130

Date: 8/22/2014

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

First:

Last:

Complaint By: Audra

Koester

Account Name: Audra Koester Thomas

Home: (000) 000-0000

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: }

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

W-021333A-13-0118 RTAES OPPOSED

Name: Audra Koester Thomas

Date: 8/8/14

Address:

Phone

CityStateZip: Fountain Hills,

Cell:

Docket: Chaparral City Water Company

DocketNo: W-021333A-13-0118

Utility: Chaparral City Water Company

Position: Other

Email:

Comments: I'm asking that the recent rate case for Chaparral City Water Company be reheard. Of particular concern is the implementation of a SIB (System Improvement Benefit) program that could nearly double customer rates over a five-year period without the public rate hearing process.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 8/22/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Complaint No. 2014 - 118130

Un-Substantiated

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117709

Date: 8/15/2014

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

First:

Last:

Complaint By: Ronald

Genovese

Account Name: Ronald Genovese

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 00000

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-02113A-13-0118*****

Name: Ronald Genovese

Date: 08 14 14

Address:

Phone:

CityStateZip: Fountain Hills, Az.

Cell:

Docket:

DocketNo: W-02133A-13-0118

Utility: Chaparral City Water Company

Position: Con

Email:

Comments: My complaint is with the ACC regarding Docket #W-02133A-13-0118. Going against the advice of your own adm. law judge, your own staff, the request from the town of FH and residents, you approved a much higher rate increase for a non USA company, owned by another city, and buying up other USA water companies in Az. And other states. On top of that, it is flush with cash. We're looking at 30/45% higher rates above current fees. It was my understanding that the ACC was supposed to be looking out for the interests of the residents of Az. Not the interest of Corporations with cash on hand and buying other water companies. I guess I was mistaken. How could you let that happen? At least please schedule a re-hearing for RUCO to present its case. Thank you for your time and consideration to this matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/15/14 Opinion noted and filed in DOCKET NO. W-02113A-13-0118. closed
End of Comments

Date Completed: 8/26/2014

Opinion No. 2014 - 117709

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118158

Date: 8/25/2014

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

First:

Last:

Complaint By: Stanley Hinkley

Account Name: Stanley Hinkley

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip:

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-02113A-13-0118*****

I am writing to encourage the board to review their decision granting the outrageous increases in rates for our town which are being reflected in recent bills. It appears the welfare of our citizens was not given fair consideration in allowing Chaparral Water their inflated requests.

Stanlev Hinklev

Fountain Hills, AZ 85268

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25/14 Consumer was contacted and he states that he would like the Commission to reconsider their decision on this matter.

Opinion noted and filed in Docket No. W-02113A-13-0118. closed

End of Comments

Date Completed: 8/26/2014

Opinion No. 2014 - 118158

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax: () -

Priority: Respond Within Five Days

Opinion No. 2014 - 117710

Date: 8/15/2014

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

Complaint By: First: Jean Last: Putnam

Account Name: n/a Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Fountain Hills CBR:

State: AZ Zip: 00000 is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. W-02113A-13-0118*****

Name: Jean Putnam
Date: 08-15-14
CityStateZip: Fountain Hills, Az. 85268
DocketNo: W-02133A-13-0118
Utility: Chaparral City Water Company

Comments: Opposed to rate increase
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/15/14 Opinion noted and filed in DOCKET NO. W-02113A-13-0118. closed
End of Comments

Date Completed: 8/26/2014

Opinion No. 2014 - 117710

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118396

Date: 9/4/2014

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

Complaint By: First: Downs Last: Beverly

Account Name: Downs Beverly

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip:

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Very concerned for the amount for herself and residents. She hopes for lower rates.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 9/4/2014

Opinion No. 2014 - 118396

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118091

Date: 8/21/2014

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

Complaint By: First: John Last: Abbott

Account Name: John & Lorraine Abbott

Home:

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 00000

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

W-02113A-13-0118

I am writing about the outrages rate that EPCOR wants to add on the water bill in Fountain Hills. We are backing RUCCO and agree that there should be another hearing. This high rate will hurt a lot of people. They should reconsider.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118091

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118394

Date: 9/4/2014

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

First:

Last:

Complaint By: William

Fedo

Account Name: William Fedo

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip:

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Per Mr. Fedo, he is really upset. Hopefully there is something that can be done about this increase. Cut the increase for us.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/4/2014

Opinion No. 2014 - 118394

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118399

Date: 9/4/2014

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

Complaint By: First: **Judy** Last: **Tekesky**

Account Name: Judy Tekesky

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ Zip: 85001

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Very unhappy with rates, they have doubled and this is not right. RUCO will be doing right for the customers. She would like the Commissioners to look into this rate charge.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/4/2014

Opinion No. 2014 - 118399

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118395

Date: 9/4/2014

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

Complaint By: **First: Lawrence Last: Wyma**

Account Name: Lawrence Wyma

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Fountain Hills

CBR:

State: AZ **Zip:**

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Per Lawrence Wyma, the rate as it looks it appears to be high. Then an additional 43% WOW!. He never seen a letter and doesn't recall this from EPCOR. He feels EPCOR sneaked this through customers.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/4/2014

Opinion No. 2014 - 118395
