

ORIGINAL



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

ARIZONA CORPORATION COMMISSION

RECEIVED

2014 SEP 19 P 3:43

AZ CORP COMMISSION
DOCKET CONTROL

To: Docket Control

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

Please docket the attached 125 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
A handwritten signature in black ink, appearing to be "GJ".

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: . . .

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118548

Date: 9/10/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Richard

Whittington

Account Name: Richard Whittington

Home:

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

Name of Docket: W-01303a-09-0343 & SW01303a-09-0343

Name of Utility Company: EPCOR water

Position: Con

I do not think we should be paying the cost of other communities water systems installations. Our water system has been paid off many years ago and we do not have additional charges for its installation.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/10/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 9/10/2014

Opinion No. 2014 - 118548

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118553

Date: 9/11/2014

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

First:

Last:

Complaint By: Tom

Wills

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Tom wills

Date: 9-10-14

Address:

Phone:

CityStateZip: Sun city west az

Cell:

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

DocketNo : Docket No. W-01303A-09-0343 and SW-01303A-09-0343

Utility: Epcor

Position: Pro

Email:

Comments:

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

Thanks Tom Wills

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 9/11/2014

Opinion No. 2014 - 118553

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118555

Date: 9/11/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Bob & Deb Last: Unternaehrer

Account Name: Home: (000) 000-0000

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

City: Sun City CBR:

State: AZ Zip: is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

From: Bob Unternaehrer
Sent: Thursday, September 11, 2014 5:58 AM
To: Utilities Div - Mailbox; Bob Stump; Gary Pierce; Susan Bitter Smith; Brenda Burns; Bob Burns
Subject: Water rate increases

Ref:
Docket numbers SW-01303A-09-0343 for the wastewater case and WS-01303A-14-0010 for the water case

Please do not allow the proposed rated increase for water and sewer in Sun City by EPCOR water. I am a snow bird and should be allowed to NOT pay waste water charges when not using any household water when gone for the summer without all the hoops to jump thru as required by EPCOR. I have also had meter failures which EPCORE would not allow refund of the excess water charges.

Blue Skies
Bob and Deb Unternaehrer
Brunswick, Mo & Sun City Az.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/11/2014

Opinion No. 2014 - 118555

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you,
Ken & Charlotte Weisser

Sun City, AZ

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/11/2014

Opinion No. 2014 - 118556

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 9/11/2014

Opinion No. 2014 - 118554

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118641

Date: 9/15/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Donald

Schordje

Account Name: Donald Schordje

Home: (000) 000-0000

Street:

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

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

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 - 118641

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118629

Date: 9/15/2014

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

First:

Last:

Complaint By: Diane and William Kingsley

Account Name: Diane and William Kingsley

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR: I

State: AZ Zip: ^

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Diane Kingsley
DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

Sent: Friday, September 12, 2014 5:40 PM
To: Utilities Div - Mailbox
Subject: Docket # 09-0343

I would like to voice my opinion regarding consolidation of the 5 water districts - I am in favor of consolidation as it would lower our monthly water bill. We moved to Corte Bella 2 years ago and expected our water bill to go down since we no longer had a pool nor grass in our front and back yard. Unfortunately, our water bill is much higher than it was with City of Phoenix even though we are using less water each month. I think letting Anthem spin off has affected Corte Bella residents negatively. There is now a smaller pool of homeowners for EPCOR to recoup their costs.

I also don't know why it is so expensive for sewer, which EPCOR leases from Sun City West.

Sincerely,
Diane and William Kingsley

Sun City West, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/15/2014

Opinion No. 2014 - 118629

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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 - 118652

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118650

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

From: H. James Angrick

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

Sun City West, 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 - 118650

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118649

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

CBF

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: carl/joan lauer/robertson
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

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

Utilities' Response:

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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 - 118649

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118649 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. SW-01303A-09-0343 W-01303A-09-0343

From: carl/joan lauer/robertson
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

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 - 118649

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118645

Date: 9/15/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: NelMarie

Melville

Account Name: NelMarie Melville

Home:

Street:

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

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,

, Sun City A: 1. Phone

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 - 118645

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2014 - 118643

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

From: Donna Peasley
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 - 118643

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118660

Date: 9/15/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Penny **Last:** Williams

Account Name: Penny Williams **Home:** (000) 000-0000

Street: n/a **Work:**

City: Sun City **CBR**

State: AZ **Zip:** **is:** E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: **Contact Phone:**

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 AND W-01303A-09-0343

From: Penny Williams
Sent: Friday, September 12, 2014 2:28 PM
To: Utilities Div - Mailbox
Subject: 090-0343

I'm a resident of Sun City West and have heard from neighbors in the adjacent community of Corte Bella about their extremely high water bills. This apparently results from a rate structure that passes the costs of system improvements and new construction directly to the residents of specific water districts rather than apportioning costs equally among all Epcor customers.

This seems like an inequitable rate structure. It's hard to understand why two adjoining communities with nearly identical geographic characteristics are billed for water at radically different rates. If I decided to build a home on top of a mountain where no water service was available, I would understand being required to pay the cost of construction to deliver water to that single property. However, it's harder to understand why I pay \$70 a month for water if I live on one side of the road, and \$250 a month if I live on the other side.

This summer, there were at least two transformer failures that I'm aware of in our area. APS also had to repair storm damage in many parts of the Valley, as well as run service to a number of new subdivisions. So far as I'm aware, APS did not raise the rates of only those customers who required new transformers, poles or electric service lines. Those costs will be factored into the future rate base and shared equally by all customers.

I am sure there are reasons for Epcor's rate design that I do not fully appreciate. However, from my perspective as a customer, I think it's more equitable to distribute costs at least somewhat equally among everyone using water. I realize this approach would increase my water bill. I don't want a rate increase any more than anyone else, but I would understand the necessity for it.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Penny Williams
Sun City West
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 9/15/2014

Opinion No. 2014 - 118660

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118649

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

From: carl/joan lauer/robertson
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

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 - 118649

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 - 118662

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion No. 2014 - 118666 **Date:** 9/15/2014

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:** Cellular

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

DOCKET NO. W-01303A-09-0343; WS-01303A-14-0010

From: Linda Schmic
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

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 Complainant

Utilities' Response:

Investigator's Comments and Disposition:

9/15
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 9/15/2014

Opinion No. 2014 - 118666

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118657

Date: 9/15/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Harlan & Dortha **Last:** Klaahsen

Account Name: Harlan & Dortha Klaahsen

Home: (000) 000-0000

Street:

Work:

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 numbers: SW-01303A-09-0343 and WS-01303A-14-0010

From: Dottie
Sent: Tuesday, September 09, 2014 4:48 PM
To: Bob Stump
Cc: Utilities Div - Mailbox
Subject: Docket numbers SW-01303A-09-0343 and WS-01303A-14-0010

As a resident of Sun City, I oppose Docket numbers SW-01303A-09-0343 and WS-01303A-14-0010 which is for Consolidation, SIB and Adjuster Mechanisims in Epcor Water and Wastewater Rate Cases.

EPCOR Water is seeking not only rate increases in water and wastewater in these cases, but they are also seeking significant Adjuster Mechanisms and a System Improvement Benefits ("SIB") mechanism that will more than double the rate increases proposed over the next 5 years in the water case.

We have been fighting consolidation for years and don't understand why this issue is not laid to rest. We do not want consolidation. Please hear us.

Thank you.

Harlan and Dortha Klaahsen

Sun City, AZ
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

9/15

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 9/15/2014

Opinion No. 2014 - 118657

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118658

Date: 9/15/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Vee **Last:** Dietrich

Account Name: Vee Deitrich

Home: (000) 000-0000

Street: email

Work:

City: Phoenix

CBR:

State: AZ Zip:

is: Business

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

From: Vee Dietrich
Sent: Wednesday, September 10, 2014 4:33 PM
To: Bob Stump
Cc: Utilities Div - Mailbox
Subject: FW: Water

Mr. Stump,

Please do not let EPCOR raise our water rate or wastewater rate, nor the mechanisms that will double our rates. We in Sun city are happy with the way things are going now. We do not want a change. Thank you.

Mrs. Vera Dietrich
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/15
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/15/2014

Opinion No. 2014 - 118658

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion No. 2014 - 118703 **Date:** 9/16/2014

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:** jm

State: AZ **Zip:** **is:** E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

Docket numbers W-01303A-09-0343 & WS-01303A-14-0010

From: Lynn Christensen
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:

9/16
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 9/16/2014

Opinion No. 2014 - 118703

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

9/16
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 9/16/2014

Opinion No. 2014 - 118708

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/16

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 9/16/2014

Opinion No. 2014 - 118712

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

9/16

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 9/16/2014

Opinion No. 2014 - 118684

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118140

Date: 8/22/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: shailesh patel

Account Name: shailesh patel

Home

Street:

Work: (000) 000-0000

City: Buckeye

CBR

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

THE RATES ARE VERY HIGH I MOVED FROM OUT OF STATE AND CAN NOT BELIEV THE RATES ARE THESE HIGH. IN MIDWEST THESE UTILITIES ARE RUN BY CITY GOVERNMENT AND THEY ARE NOT FOR PROFIT. I UNDERSTAND THAT WE LIVE IN DESERT BUT THE RATES ARE VERY HIGH. I AM THINKING OF MOVING OUT. EVEN THE ELECTRICITY IS VERY HIGH IN ARIZONA.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/22/14: Entered for the record and docketed. CLOSED

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118140

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118139

Date: 8/22/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: Annette

Jennings

Account Name: Annette Jennings

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

Recently moved to Verrado from Cortessa in Waddell, Az. Had a pool there...highest water bill (after refilling a 10,000 gal pool) was \$125. Our rate here (same sq. foot of home) has been \$160-\$167 each month. Upscale neighborhoods should not have to pay more for water.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/22/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118139

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Priority: Respond Within Five Days

Opinion No. 2014 - 118105 **Date:** 8/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Beverly **Last:** Wagner

Account Name: Beverly Wagner **Home:** (000) 000-0000

Street: na **Work:**

City: na **CBR:**

State: AZ **Zip:** 00000 **is:** E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

From: BEVERLY
Sent: Wednesday, August 20, 2014 1:42 PM
To: Utilities Div - Mailbox
Subject: Consolidation of water districts docket number 09-0343.

As a resident of Sun City West Corte Bella, I urge the consolidation of waters districts by EPCOR. IT IS THE ONLY FAIR THING TO DO FOR EVERYONE. !!!
Beverly Wagner DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118105

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118107

Date: 8/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: Jane

Cisonno

Account Name: Jane Cisonno

Home: (000) 000-0000

Street: na

Work:

City: na

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

From: Jane Cisonno
Sent: Wednesday, August 20, 2014 1:51 PM
To: Utilities Div - Mailbox
Subject: Docket Number 09-0343 / Water District Consolidate Plan

It is in the best interest of this community for full consolidation to occur and result in lower waste water rates. There is simply no reason for Sun City or Sun City West to ask otherwise. There was also no reason for Anthem to ask otherwise, yet the AZ Corporations Commission allowed that to happen! Hello, who was knocking on whose doors on that one? A better way of asking would be "who knows who"? Please don't make the same mistake over and over again. Here's a hypothetical situation: what would happen if all the Agua Fria customers stopped paying their water bills all at once? Epcor wouldn't like it, you wouldn't like it so why should we like what you dish out and the unfair ways you decide? Fair is fair and it's time that we all play that way. Epcor's first move in this reconsideration of rates was to cover their own profits by being certain that their legal fees can be distributed to the customers and YOU approved it!. Can they not even pay to defend themselves even if it means a 'little less profit" and take home bonus? Yet, the people have to pay their own monies to defend themselves? You're sitting in a role where justice should prevail, but I'm thinking Lady Law wears a blindfold for another reason....

Today we pay \$106.45 and over the next four months we will be increased to over \$121 per month. Do you really sleep at night? Do you know what fairness is? Did you want to pay some of our waste water bills? If you answered no to any of these questions, than please vote for full consolidation as the only way to provide fairness to all. It works with other utilities and also in other areas for waste water rates - why shouldn't it work in our case? Just think how much easier your job would get without all this back and forth needless paperwork and nonsense. Yes, for full consolidation including Anthem!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Jane Cisonno
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118107

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118108

Date: 8/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Margaret **Last:** Mikos

Account Name: Margaret Mikos

Home: (000) 000-0000

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

From: margaret mikos
Sent: Wednesday, August 20, 2014 1:55 PM
To: Utilities Div - Mailbox
Cc: Margaret Mikos
Subject:

I am a single retiree living in Corte Bella on a fixed income. My last water bill for 8K gallons was \$161.31--only \$30 less than my electric bill. This is unacceptable. Please tell EPCOR to consolidate all its locations. How can the City of Peoria charge only \$40 for delivering water to its citizens? This is CRAZY!

Margaret Mikos

Sun City West, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/21/2014

Opinion No. 2014 - 118108

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/21

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118101

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118103

Date: 8/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **Casey** **Kozlik**

Account Name: Casey Kozlik **Home:** (000) 000-0000

Street: na **Work:**

City: Sun City **CBR:**

State: AZ **Zip:** 00000 **is:** E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: **Contact Phone**

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

From: Casey Kozlik
Sent: Wednesday, August 20, 2014 12:56 PM
To: Utilities Div - Mailbox
Subject: Epcot consolidation

Dear commissioners:

This email is I reference to docket number 09-0343, the consideration of the consolidation of the Sun City, Sun City West, and Agua Fria water districts. As a resident of the Corte Bella housing development I am requesting that you approve the consolidation of the districts. Since we at Corte Bella use the same water treatment plant as the cities of Sun City and Sun City West we feel that we should pay the same rate for water treatment. We are now paying almost three times as much and in January, 2015 we will pay more than three times as much as the other cities. My bill averages \$155.00 a month. Almost \$90.00 of the total is for the same water treatment. The other cities pay less than one third of that amount. The treatment comes from the same treatment plant. What would be the uproar if APS or Southwest Gas charged their customers different rates for the same service. We don't have a pool or anything else that uses a great deal of water. Sun City and Sun City West seem to always cry poor when they are threatened with even a penny increase for anything. Here in Corte Bella we are no wealthier than the people in the other cities. Don't let them fool you. I would like to sell my house some day and there will be very few buyers that will buy a house that has a \$200.00 a month or more water bill.

Please do the right thing and vote for consolidation.

Casey
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/21
Emailed to the Phoenix office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 8/21/2014

Opinion No. 2014 - 118103

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118118

Date: 8/22/2014

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

Complaint By: First: Judith Last: Geilenfeldt

Account Name: Judith Geilenfeldt

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

I am sending this letter to urge you to vote YES on the Arizona Corporation Commission staff's recommendation that the Commission adopt, in its ordering paragraphs, all of staff recommendations discussed herein concerning EPCOR'S response and the setting of a procedural conference, to address the processing of these matters. This recommendation is detailed in Docket Nos. W-01301A-090343, and SW-01303A-090343. We feel that ultimately the best case for all EPCOR customers involved is the FULL CONSOLIDATION of all districts which would provide for a larger base to spread the cost of service. Thank you very much! Judith Geilenfeldt

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/22/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118119

Date: 8/22/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Bill Last: Jennings

Account Name: Bill Jennings

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zi

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

I cannot believe that your rates are triple the rates I paid in Waddell, Az. Neighborhoods with upscale prices and conveniences should not have to pay exorbitant prices for their water.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/22/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118119

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118120

Date: 8/22/2014

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

Complaint By: First: Robert P. Last: Geilenfeldt

Account Name: Robert P. Geilenfeldt

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

I am urging you to VOTE YES to consolidate all of EPCOR's water districts so as to distribute the rates among all customers equally. Thank you Robert Geilenfeldt

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/22/14: entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118120

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118121

Date: 8/22/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: Dustin R

Johnson

Account Name: Dustin R Johnson

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W-01303A-09-0343 & SW-01303A-09-0343

The water in Verrado is out of control. My wife and I reside in a modest home and cannot afford the rates. There are times when we have been away from our home for 3 out of 4 weeks in a month, but the rates never change. Our usage always remains the same. We call EPCOR monthly and no one has answers. My backyard is fake turf and we use all energy efficient appliances. We will be forced to sell if the bills do not get lowered. EPCOR's current profit margin is 35%. To put this in perspective for you, I work for a Fortune 500 company. We reside in the third tallest building in all of Phoenix, but even we do not make a 35% profit margin. This is a utility gouging innocent people. We are begging that you help us and punish EPCOR for their corrupt practices. Thank you
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/22/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118121

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Al Amezcua

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118581

Date: 9/11/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

Complaint By: First: Fran Last: Nine

Account Name: Fran Nine

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]]
Sent: Saturday, August 30, 2014 10:31 AM
To: Hearings Division
Subject: Email from Public to Hearing Division

I am a resident of sun city. I am opposed to the consolidation of the 5 service districts for waste water. I am a senior on a reduced income. I should not have to shoulder the burden of poor planning in Anthem.

Fran Nine
Sun City

Sent from my iPad
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 9/11/2014

Opinion No. 2014 - 118581

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 118106

Date: 8/21/2014

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

Complaint By: First: Tom Last: Stenzel

Account Name: Tom and Bonnie Stenzel

Home:

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone

118106

Nature of Complaint:

ATTACHMENT TO ARIZONA CORPORATION COMMISSION
PUBLIC COMMENT FORM RE DOCKET# 09-0343
WRITTEN BY TOM AND BONNIE STENZEL

SUN CITY WEST, AZ 8

We are definitely in favor of the consolidation of water districts which will provide equal and fair treatment regarding wastewater charges. This is America and the constitution states that we should all be treated equally. Our most recent bills are outrageously high topping out at almost \$227 for one month. This so much higher than those in the other districts that it obvious that we are being treated unfairly under the deconsolidation policy currently in place. Why should we be discriminated against when a simple consolidation would allow the costs to be spread more evenly? Such high bills can have a negative impact on the value of our property which, as is the case for most seniors, is a very significant part of our net worth. If we are forced to sell we again suffer a loss and all this because the other districts want a reduced cost for themselves and are delighted to put the unfair burden on us in Corte Bella.

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118106

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

12

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118213

Date: 8/27/2014

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

Complaint By: First: Trisha Last: Hofmann

Account Name: Trisha Hofmann Home: (000) 000-0000

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

City: Agua Fria Dist CBR

State: AZ Zip: 00000 is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

From: Trisha Hofmann [mailto:
Sent: Saturday, August 23, 2014 4:12 PM
To: Utilities Div - Mailbox
Subject: EPCOR Rates & SUPPORTING Consolidation

I would like to say I am in FULL support of consolidation of EPCOR's water districts. Although this may impact some water bills to increase slightly, this will give HUGE relief of the extreme water bills that families are struggling to pay in the Agua Fria District. Please help us!! If the situation was reversed and the citizens in Sun City were paying \$200+ water bills, and I was paying a fraction of that, I would be in support to help them if that meant a very small increase in our bills.

I have seen comments from all parties involved on social media and the edocket website, and I am deeply concerned about what this waste water, water rates and topic of consolidation has turned into. It's really disturbing how communities can be so against each other. I have been a homeowner in the Dos Rios Community since February 2007. At the time I was paying around \$40-\$50 for water each month through Arizona American Water. Over the years, the water bill has continued to increase through EPCOR Water. I am a single mom with two kids and cannot afford a water bill this expensive, let alone ANOTHER rate increase that is coming in January 2015. For a community that's not even 5 miles away to use the same water company/resources and only have a \$40 water bill is not fair to all these families that are struggling to pay for water. Water is a necessity in life, and I cut corners in EVERY way I can.

I have not gone to the extreme to disconnect my water, but I BARELY use any...I'm a struggling single mom with two kids and EPCOR Water has made it so hard for me to function in my house.

Since I'm not in the "group" of extreme water bills, I was scared to make any complaints to the Commissioners/EPCOR and have them documented. I've seen water bills as high as \$369!! Most are \$200-\$300. I think I have the cheapest bill in our water district...BUT it's only because of the way we live and use water. On average, my water bill is around \$95 (which is still a lot considering how we have to live)...but here's why...

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

1. I installed all low flow nozzles that include shower heads and all faucets.
2. I only turn the shower on to rinse...I don't leave it running.
3. I turned off all drips and sprinklers. I use dish/bath water to sporadically water the plants/tree out front. I now have dead grass in my backyard and my kids can't even enjoy playing out there.
4. I only run my dishwasher maybe once or twice a week. Otherwise I hand wash or we use paper plates/bowls.
5. I handwash what clothes I can and do "small loads" of laundry to save water.
6. I also have eco friendly toilets where it uses less water to flush by pressing down and more if you flush up so we always use the less.

Is THIS a way to live for me and my two kids? Absolutely not. It's stressful anytime the water is on. If the kids by chance have the water on too long, I yell "SHUT IT OFF!!" It's just not right. I don't want to live this like...I'm a struggling single mom of two kids and I don't want the bill to get any higher and would like to live where we don't have to worry about our water. My community really needs relief of these high water bills. I've attached a photo of my backyard...a place we used to spend SO much time, is now ruined.

I also believe in the long run, any improvements that need to be made within EPCOR can be spread over throughout all of the customers instead of one district!

Sincerely,
Trisha Hofmann
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 8/27/2014

Opinion No. 2014 - 118213

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2014 - 118236

Date: 8/28/2014

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

Complaint By: First: Tom Last: Johnson

Account Name: Tom & Kari Johnson

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR: _____ n

State: AZ Zip: _____

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: _____

Nature of Complaint:

From: Tom Johnson [mailto:_____]@_____
Sent: Friday, August 22, 2014 4:42 PM
To: Utilities Div - Mailbox
Cc: Tom Johnson
Subject: Docket 09-0343

Good Evening,

I am a resident of Corte Bella in Sun City West. I am requesting that your commission approve the consolidation plan being proposed and supported by EPCOR so that rates will be fair for all homeowners and so that all homeowners will also share in improvements as well as new construction. It's interesting that my mailing address is Sun City West, but because I'm part of the Agua Fria waste water district my rates are SIGNIFICANTLY higher than other citizens who also have a SCW address. Just makes no sense.

Please vote to consolidate all sewer districts and do so at your earliest opportunity.

I have enclosed a copy of a utility spreadsheet that I keep for all my utilities. As you will see, our water and sewer are significantly higher than other utilities, and look how low our usage is for water! It's just not right. Thanks for your consideration.

Tom & Kari Johnson

Sun City West, AZ.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 8/28/2014

Opinion No. 2014 - 118236

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118248

Date: 8/28/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Terry Last: Guzek

Account Name: Terry Guzek

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Tuesday, August 26, 2014 7:39 AM
To: Util-PublicComment
Cc: g
Subject: Public Comment

Name:Terry Guzek
Date:8/26/14
Address
Phone:
CityStateZip:Sun City, AZ 85351
Cell:
Docket:EPCOR Waste Water Consolidation
DocketNo:SW-013031-09-0343
Utility:EPCOR
Position:Con
Email:

Comments:Residents in Sun City are retired and mostly living on fixed incomes. A rate increase of 89% is obscene. How can EPCOR possible justify an increase this large! By the way, I'm on my way to VOTE now and again in the fall.

From: Util-PublicComment
Sent: Tuesday, August 26, 2014 7:35 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Name: Michael Guzek

Date: 8/26/14

Address:

Phone:

CityStateZip: Sun City, AZ 85351

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: Residents in Sun City are retired and for the most part living on fixed incomes. An 89% increase in waste water rates is obscene. How can EPCOR possibly justify such and injustice.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/28/2014

Opinion No. 2014 - 118248

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

0100

Priority: Respond Within Five Days

Opinion No. 2014 - 118268

Date: 8/29/2014

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

First:

Last:

Complaint By: Tom

Johnson

Account Name: Tom & Kari Johnson

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBF

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Tom Johnson [mailto:
Sent: Friday, August 22, 2014 4:42 PM
To: Utilities Div - Mailbox
Cc: Tom Johnson
Subject: Docket 09-0343

Good Evening,

I am a resident of Corte Bella in Sun City West. I am requesting that your commission approve the consolidation plan being proposed and supported by EPCOR so that rates will be fair for all homeowners and so that all homeowners will also share in improvements as well as new construction. It's interesting that my mailing address is Sun City West, but because I'm part of the Agua Fria waste water district my rates are SIGNIFICANTLY higher than other citizens who also have a SCW address. Just makes no sense.

Please vote to consolidate all sewer districts and do so at your earliest opportunity.

I have enclosed a copy of a utility spreadsheet that I keep for all my utilities. As you will see, our water and sewer are significantly higher than other utilities, and look how low our usage is for water! It's just not right. Thanks for your consideration.

Tom & Kari Johnson

Sun City West, AZ.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 8/29/2014

Opinion No. 2014 - 118268

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118270

Date: 8/29/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Margaret Last: Matthes

Account Name: Margaret Matthes

Home: (

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: (

Nature of Complaint:

From: Util-PublicComment
Sent: Saturday, August 23, 2014 1:03 PM
To: Util-PublicComment
Subject: Public Comment

Name: Margaret matthes

Date: 08-23-14

Address:

Phone: (

CityStateZip: Sun city AZ 85351

Cell:

Docket:

DocketNo:

Utility: EPCOR

Email:

Comments: A lot of us residents are low income and cannot afford a rate hike. Please stop the increase of 89per cent. Thank you

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/29/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118270

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax: ☺

Priority: Respond Within Five Days

Opinion No. 2014 - 118290

Date: 8/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Edward C

Sawyer

Account Name: Edward C Sawyer

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR

State: AZ Zip:

is: Cellular

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Saturday, August 23, 2014 11:42 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Edward C. Sawyer

Date: 8-23-2014

Address:

Phone:

CityStateZip: Sun City, AZ

Cell: 4

Docket: W-01303A-09-0343

DocketNo: W-01303A-09-0343

Utility: EPCOR

Position: Con

Email: magsawy@aol.com

Comments: This proposal by EPCOR is nothing more than an attempt by them to force the residents of Sun City to subsidize large fast growing developments in Maricopa County. Sun City has been "built out" for over 30 years, NO ADDITIONAL HOUSES will be built in Sun City such as Anthem. There is no requirement for additional water lines or sewer lines to be added within Sun City. The only reason that I can guess that EPCOR is proposing such a radical proposal is to reduce the "sticker shock" to those fast growing areas to the cost of building new sewer and water lines. So how do they decrease "the sticker shock"? They do it by making retirement communities that don't require new water and sewer lines subsidize this cost. I urge you to NOT APPROVE such a deceitful and inappropriate proposal that EPCOR has proposed. EPCOR proposes to fund this by large increases to those that can least afford it, the elderly attempting to live on FIXED INCOMES that have lived in their homes for over 30 years.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

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Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118290

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: (602) 964-3042

Fax: (602) 964-3049

Priority: Respond Within Five Days

Opinion No. 2014 - 118332

Date: 9/2/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: **First:** Marshall **Last:** Esty

Account Name: Marshall Esty

Home:

Street: 11111 N 111th St

Work: (000) 000-0000

City: Sun City

CBR

State: AZ **Zip:** 85160

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: (602) 964-3042

Nature of Complaint:

From: Util-PublicComment
Sent: Saturday, August 23, 2014 9:50 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Marshall Esty
Date: August 23, 2014
Address:
Phone: (602) 964-3042
CityStateZip: Sun City, AZ
Cell: none
Docket: EPCOR Waste Water Consolidation
DocketNo: W-013031-09-0343 SW-13031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: I oppose this consolidation as it will, in my opinion, unjustly up the costs to those of us whose rates will increase. Let those who use the most pay the most, I say.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/2/2014

Opinion No. 2014 - 118332

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118333

Date: 9/2/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Cheri Last: Kennedy

Account Name: Cheri Kennedy

Home: ,

Street:

Work: (000) 000-0000

City: Sun City

CBR: (

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: (

Nature of Complaint:

From: Util-PublicComment
Sent: Saturday, August 23, 2014 7:19 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:Cheri Kennedy
Date:8/23/2014
Address:
Phone:l
CityStateZip:Sun City, Arizona
Cell:
Docket:EPCOR Waste Water Consolidation
DocketNo:W-013031-09-0343 and SW-013031-09-0343
Utility:EPCOR
Position:Con
Email:

Comments:It is my understanding and belief that Sun City does not fall under the jurisdiction of EPCOR for its Waste Water Consolidation plan as Sun City waste water is processed by the Tolleson facility. Even if I am wrong, an 89% increase is NOT acceptable in a community of retirees, many of whom are on limited incomes. What's going on here???

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 9/2/2014

Opinion No. 2014 - 118333

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: (602) 974-3312

Fax: (602) 974-3312

Priority: Respond Within Five Days

Opinion No. 2014 - 118334

Date: 9/2/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Bonnie Last: Lind

Account Name: Bonnie Lind

Home: (602) 974-3312

Street:

Work: (000) 000-0000

City: Sun City

CBR: (602) 974-3312

State: AZ Zip: 85351

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: (602) 974-3312

Nature of Complaint:

From: Util-PublicComment
Sent: Saturday, August 23, 2014 5:14 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Bonnie lind
Date: 8/23/2014
Address:
Phone:
CityStateZip: Sun city az 85351
Cell:
Docket: Epcor waste water consolidation
DocketNo: W-01303A-09-0343 and SW-0303A-0-0343
Utility: Epcor
Position: Con
Email:
Comments: This is totally unfair
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/2/2014

Opinion No. 2014 - 118334

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118335

Date: 9/2/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Thomas W Last: McDade

Account Name: Thomas W McDade

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: I

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 22, 2014 8:17 PM
To: Util-PublicComment
Cc: I
Subject: Public Comment

Name: THONAS W MCDADE

Date: 08/22/2014

Address:

Phone: 5

CityStateZip: SUN CITY ARIZONA

Cell:

Docket: EPCOR water waste consolidation w-01303 3a-09-0343

DocketNo: sw-0303a-0-0343

Utility: EPCOR

Email: missesmac@cox.net

Comments: I OPPOSE FULL WASTE WATER CONSOLIDATION

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/2/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118335

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118337

Date: 9/2/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Joan Last: Newton

Account Name: Joan Newton

Home: (

Street:

Work: (000) 000-0000

City: Sun City

CBR: ----

State: AZ Zip:

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 22, 2014 7:03 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Joan Newton

Date: 8/22/2014

Address

Phone:

CityStateZip: Sun City, AZ

Cell

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343 SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments : Dear Arizona Corporation Commission, I am astounded to discover that complete consolidation by EPCOR will result in an 89% increase in the wastewater fees for Sun City and Youngtown. Surely there are other viable solutions that will result in an equitable distribution of these fees. I am, quite frankly, surprised that you did not request EPCOR to present other scenarios that would be cost effective and, perhaps, more imaginative. I wonder, for example, why waste water fees are not based on a percentage of the water used by individual residential customers as it is in other areas of the country. I am curious to know whether any other municipal water companies have been contacted by EPCOR during the course of their self-study to discover how they manage to provide excellent service to the municipalities they serve while realizing more than adequate revenues to continue their service in the long term without this type of fee increase. EPCOR has asked for a rate increase for this self-study. It is difficult for me to imagine that my rates will increase due to a study that did not include an investigation into current best practices for waste water management and equitable billing practices.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

This leads me to wonder whether EPCOR has a long term plan in place for their utility or, as seems to be the case here, will rates jump appallingly every so often because of a lack of such a plan. EPCOR's evaluation of their self-study did not indicate how they came to the conclusion that full consolidation was the best answer. This leads me to wonder whether their analysis of the issue and possible solutions was actually given due diligence or was it simply the easiest solution for those in the billing department. To raise the rates in the community with the greatest number of individuals on fixed incomes due to what was reported as "several complaints" from individuals in other communities regarding cost is not a solution. Unfortunately, this scenario is not one that appears to be workable in the long term, but rather, a short-sighted quick-fix to a problem that could arise again in the next fiscal year due to lack of planning and forethought along with a couple of complaints. I am disappointed in the apparent lack of imagination and expertise in this finding. I am also extremely disappointed that the Arizona Corporation Commission would accept these findings without question.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/2/2014

Opinion No. 2014 - 118337

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phon

Fax: (---, --)

Priority: Respond Within Five Days

Opinion No. 2014 - 118338

Date: 9/2/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Lois Last: Walden

Account Name: Lois Walden

Home:

Street: 1

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Richard Collins [mailto:]
Sent: Friday, August 22, 2014 5:29 PM
To: Util-PublicComment
Subject: Re: Public Comment

On Tuesday, August 19, 2014 9:41 PM, "lshuppert@cox.net" <lshuppert@cox.net> wrote:

NAME: Lois Walden
DATE: 8-21-2014
ADDRESS: e

PHONE:
DOCKETT: Waste Water Consolidation
W-1303A-09-03F3, SW-0303A-0-0343
POSITION: Con

I have lived in Sun City for 18 years and have had my water/waste bill about doubled during this time. A further doubling of costs that consolidation would reportedly cause, especially for a fixed sized community like Sun City, is not fair and not reasonable. Please do not consolidate us.

Lois Walden
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 9/2/2014

Opinion No. 2014 - 118338

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118339

Date: 9/2/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Frank

Lancisi

Account Name: Frank Lancisi

Home: (

Street:

Work: (000) 000-0000

City: Sun City

CBF:

State: AZ Zip: 85021

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: () 9

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 22, 2014 4:29 PM
To: Util-PublicComment
Cc:)
Subject: Public Comment

Name: Frank Lancisi

Date: 8/22/14

Address:)

Phone:)

CityStateZip: Sun City, AZ,)

Cell:

Docket: EPCOR waste water consolation

DocketNo: W-01303-09-0343

Utility: EPCOR

Email:)

Comments: We are very opposed to this and want to leave it alone.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/2/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118339

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: 5072

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2014 - 118344

Date: 9/2/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Lawrence L Durbin

Account Name: Lawrence L Durbin

Home: ()

Street:

Work: (000) 000-0000

City: Sun City

CBR: ()

State: AZ Zip: 85

is: Cellular

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, August 22, 2014 4:26 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Lawrence L. Durbin

Date: 08/22/2014

Address:

Phone:

CityStateZip: Sun City, AZ 85351

Cell: 602-647-0251

Docket: Epcor Waste Water Consolidation

DocketNo: W-01303A-09-0343 and SW-0303A-0-0343

Utility: EPCOR

Position: Con

Email:

Comments: When we purchased our home 15 years ago, it was with the understanding that our community (Sun City) was independent and separate from all of the other Sun Cities. Corte Bella, Anthem, and the others associated with this issue came about after we purchased our home in Sun City. It is totally unfair that these utilities fought their tails off to win the business of these communities and then wanted the Sun Cities to be obligated to share in the burden of their decisions. They should be held accountable along with the developers for their poor planning and knowingly wanting to pass along the burdens on others that had no accountability in this issue. The peoples in those communities should have been informed of this issue before it occurred so they could make an informed decision on it before purchasing these properties.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

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

Date Completed: 9/2/2014

Opinion No. 2014 - 118344

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

9

Priority: Respond Within Five Days

Opinion No. 2014 - 118346 Date: 9/2/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Henry Last: Sirois

Account Name: Henry Sirois

Home: ()

Street: -----

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is: Cellular

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: ()

Nature of Complaint:

From: Util-PublicComment
Sent: Tuesday, August 26, 2014 10:01 AM
To: Util-PublicComment
Cc: n
Subject: Public Comment

Name:henry sirois

Date:8/26/14

Address:1

Phone

CityStateZip:sun city

Cell:

Docket:DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343

DocketNo:

Utility:EPCOR wastewater

Email:

Comments: From: Bob Burns Susan Bitter Smith Gary Pierce Bob Stump Brenda Burns From: Sun City Resident
Re: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343, 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 \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours,

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/2/2014

Opinion No. 2014 - 118346

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: (602) 542-0842

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2014 - 118347

Date: 9/2/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: **First:** Susan **Last:** Christie

Account Name: Susan Christie

Home: ()

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ **Zip:**

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Tuesday, August 26, 2014 9:43 AM
To: Util-PublicComment
Cc: [Susan Christie](#)
Subject: Public Comment

Name: Susan Christie

Date: 08/26/14

Address:

Phone:

CityStateZip: Sun City

Cell

Docket: Epcor waste water consolidation

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: Epcor

Position: Con

Email:

Comments: This consolidation will harm many citizens in Sun City due to the fixed income. These folk will not have the 89% to pay the increase. They will have to choose between paying a water or utility bill and medications and food. I hope that the consolidation would be turned down as a reasonable choice.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/2/2014

Opinion No. 2014 - 118347

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118350

Date: 9/2/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Dr Curtis W Last: Dreese

Account Name: Dr & Mrs. Curtis W Dreese

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR: c

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Curtis Dreese [mailto:curtis.dreese@epcor.com]
Sent: Tuesday, August 26, 2014 11:15 AM
To: Utilities Div - Mailbox
Subject: Arizona Corporations Commission Waste Water Issues

Re: Docket # 09-0343

We want to state our support for full or at least partial consolidation of our waste water rates in Corte Bella. It is patently unfair to have grossly differential rates.
Dr. & Mrs. Curtis W. Dreese

Sun City West, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 9/2/2014

Opinion No. 2014 - 118350

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: (520) 576-0012

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 118351

Date: 9/2/2014

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

Complaint By: **First:** Robert **Last:** Olson

Account Name: Robert and Diane Olson

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR

State: AZ **Zip:** 85373

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone

Nature of Complaint:

From: rmolama [mailto:
Sent: Tuesday, August 26, 2014 12:56 PM
To: Utilities Div - Mailbox
Subject: DOCKET No.: 09-0343

To the AZ Corporate Commission:

We are responding to the recommended proposal by Epcor to consolidate the communities into one water district for wastewater rates. We live in Corte Bella and previously owned a home in Sun City West. Corte Bella is also a retirement community and our mailing address is Sun City West.

We moved to Corte Bella at the end of 2006 and noticed the dramatic difference in our water bill. Corte Bella has seen significant increases in its rates for wastewater over the past 8+ years. Initially (Jan 2007) my wastewater rate for sewer service was \$16.24 and charge of \$2.545 per unit (6 or more units). Sun City West was \$20.56 for sewer service with no charge per unit rate. In 2011, Corte Bella was paying \$39.84 for sewer service and \$4.99460 per unit. This amounted to a 145% increase in service rate and 96% increase in per unit charge. In 2011, Sun City West was paying \$30.96 for sewer service with no charge per unit resulting in a 50.5%. Now in 2014 (Aug), Corte Bella is paying \$57.36 for sewer service and \$6.9782 per unit charge (7 or more units) while Sun City West is still only paying \$30.96. Since 2007, this equates to a 253% increase in sewer service and a 174% increase in per unit charge for residents of Corte Bella. These rates are totally unfair for Corte Bella and our rates should be lowered.

Corte Bella is using the same waste treatment facility as Sun City and Sun City West. How can a company that provides the same service charge differently based on where one lives? That is why it makes sense that the AZ Corporate Commission approves the recommendation by Epcor to consolidate and have rates consistent for all users. This includes the basic service charge for sewer and per unit charge.

Respectfully submitted,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Robert and Diane Olson

Sun City West, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 9/2/2014

Opinion No. 2014 - 118351

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: () - -

Fax: () - -

Priority: Respond Within Five Days

Opinion No. 2014 - 118357

Date: 9/3/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Janet **Last:** Thompson

Account Name: Janet Thompson

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ **Zip:** 85027

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: () - -

Nature of Complaint:

From: Util-PublicComment
Sent: Tuesday, August 26, 2014 12:50 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Janet Thompson

Date: 26 Aug. 2014

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343 & SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: If these increases continue I will be forced to move out of my house as my fixed SS & retirement don't go up with their increases. I do my part by watching and not wasting water and they need to do their part too.

No increases after working over 50 years. I want to relax and enjoy my life.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/3/2014

Opinion No. 2014 - 118357

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: 2

Fax: 520-3400

Priority: Respond Within Five Days

Opinion No. 2014 - 118359

Date: 9/3/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Fern Last: Mattson

Account Name: Fern Mattson

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR: n

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: 520-3400

Nature of Complaint:

From: Util-PublicComment
Sent: Tuesday, August 26, 2014 12:06 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Fern Mattson

Date: 8/26/2014

Address:

Phone:

CityStateZip: Sun City AZ 85351

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343 SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: Do not consolidate. I oppose full waste water consolidation.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/3/2014

Opinion No. 2014 - 118359

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118360

Date: 9/3/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Carl Last: Main

Account Name: Carl & Joyce Main

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Tuesday, August 26, 2014 11:28 AM
To: Util-PublicComment
Cc: 1
Subject: Public Comment

Name: Carl & Joyce Main

Date: 8/26/14

Address:

Phone:

CityStateZip: Sun City

Cell:

Docket: EP-COR WASTE WATER CONSOLIDATION

DocketNo: W-013031-09-0343 AND sw-013031-09-0343

Utility: EPCOR

Email:

Comments: We are strongly apposed to including Sun City in the proposed "wastewater consolidation scenarios". We have limited income; bought the property believing the rates would remain fairly constant (with only minor adjustments from time to time). We do not believe we should be made to supplement new building additions - they should stand on their own! PLEASE DO NOT ALLOW THIS, KEEP SUN CITY AS IT IS! Thank you for your vote in our favor and for our benefit. Carl and Joyce Main

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 9/3/2014

Opinion No. 2014 - 118360

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

2

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118361

Date: 9/3/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Lee R

Hall

Account Name: Lee R Hall

Home: 3

Street:

Work: (000) 000-0000

City: Sun City

CBR: n/a

State: AZ Zip: 8

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: (

Nature of Complaint:

From: Util-PublicComment
Sent: Tuesday, August 26, 2014 11:19 AM
To: Util-PublicComment
Subject: Public Comment

Name: Lee R. Hall
Date: August 26, 2014

Address:

Phone

CityStateZip: Sun City, AZ 85351

Cell:

Docket: W-013031-09-0343 and SW-013031-09-0343

DocketNo:

Utility: EPCOR

Position: Con

Email:

Comments: I am on a fixed income. This is an unfair situation. I am against complete consolidation.

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118361

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/3/2014

Opinion No. 2014 - 118362

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118363

Date: 9/3/2014

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

Complaint By: First: Richard Last: Hoe

Account Name: Richard and Susan Hoe

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR: J

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Richard Hoe [mailto:
Sent: Tuesday, August 26, 2014 2:32 PM
To: Utilities Div - Mailbox
Subject: Docket No. 09-0343

To the Commission:

We are writing to lend our support to the Epcor proposal in the referenced docket for full consolidation of its' five Waste Water Districts.

Today, because of deconsolidation, Epcor must maintain parallel accounting systems for each community, which is duplicative and unnecessarily costly.

Each district (e.g., Sun City, Sun City West, Agua Fria, etc.) is assessed separately resulting in (1) an inefficient recovery of costs by the utility and (2) inequitable creation of "winners" and "losers" among property owners because of dramatically different monthly fees applied to communities in different districts.

The following illustrates the rate disparities among three of the districts and the projected monthly fee under full consolidation*:

CURRENT Monthly Sewer Fees for 7,000 gal.:

Sun City	\$18.11
Sun City West	30.96
Agua Fria	106.20

PROJECTED Monthly Sewer Fees for 7,000 gal. under full consolidation: \$34.30

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

The actual dollar impact under full consolidation is modest. Sun City customers would see an increase of just over \$16 per month. Sun City West customers would only pay an additional \$3.34 each month. Also, there are anticipated improvements of \$9.3 and \$4.3 million scheduled in the next few years for Sun City and Sun City West, respectively.* Under deconsolidation, the entire cost of each project would be borne solely by the district's residents.

Clearly, the equitable solution is to normalize costs across the utility's entire subscriber base. This will result in a single, non-redundant accounting process, lower expenses and a non-discriminatory amortization of cost recoveries now and in the future as enhancements of plant and equipment are required in any affected community.

Respectfully submitted,

Richard and Susan Hoe

**Sun Cities could see sewer increases" Cecillia Chan, Independent Newsmedia, Inc. USA (Updated August 18, 2014)

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 - 118363

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: () 2

Fax

Priority: Respond Within Five Days

Opinion No. 2014 - 118364

Date: 9/3/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Mike

Kunkel

Account Name: Mike Kunkel

Home: ()

Street:

Work: (000) 000-0000

City: Youngtown

CBR: 1

State: AZ Zip: 85363

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Tuesday, August 26, 2014 1:44 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Mike Kunkel

Date: 08-26-2014

Address

Phone:

CityStateZip: Youngtown, AZ

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343

Utility: EPCOR

Position: Con

Email

Comments: Waste water consolidation? No thank you! I find it very hard to believe that the corporation commission board members came up with this idea completely on their own. A price hike on our water rates in this economy is the LAST thing we need right now! You were elected to serve the public interest, and NOT the interests of the utility companies who constantly seem to think they can raise their rates higher and higher, completely skirting their responsibilities to operate efficiently. This passing of their costs-to-do-business on to the public HAS TO STOP! Perform the job YOU WERE ELECTED TO DO and start looking out for the public interest in earnest. Cease and desist with this sham or you will find that you will quickly be replaced. It's ironic that today is election day. If this consideration progresses, do not think that we will simply forget this. Your actions have consequences and the public IS watching!

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 - 118364

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118374

Date: 9/3/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Steven

Honsberger

Account Name: Steven Honsberger

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: :

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: (

Nature of Complaint:

8/28/2014

Steven Honsberger
11001 N. 11th St.

Sun City, AZ 85084

Phone:

Email: s et

Name of Docket: EPCOR Waste Water Consolidation

Name of Utility Company: EPCOR

Position: Con

It is not fair to subsidize other district costs at the expense of our senior communities.

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 - 118374

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 8/29/2014

Opinion No. 2014 - 118287

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

22

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2014 - 118286

Date: 8/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Marsha

Davis

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09 RATE CASE OPPOSED

Name: Marsha Davis

Date:

Address:

Phone:

CityStateZip: Sun City, AZ

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343 and SW-13031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: I oppose full wastewater consolidation

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

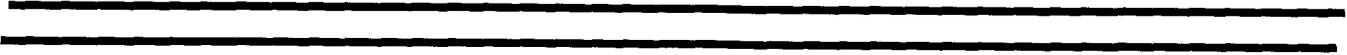
Docketed

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118286

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118285

Date: 8/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Linda**

Miskimi

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 8

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09 RATE CASE OPPOSED

Name:Linda Miskime

Date:08/27/2014

Address:

Phone:

CityStateZin:Sun City, AZ 85351

Cell:

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

DocketNo:

Utility:Epcor Wastewater Consolidation/De-Consolidation

Email:

Comments:As Executive Director of Sun City Community Assistance Network and a resident of Sun City, I realize how many low income residents live in Sun City because all the homeowners and condo owners that apply for state benefits and try to live on Social Security. Could you live on \$680.00 a month? Consolidating the Waste Water area will not only put more burden on the residents of Sun City, but on the State programs that have to support the low income seniors. Please try to figure out some other way to solve this problem. Email at work is 'g.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/29/2014

Opinion No. 2014 - 118285

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: (602) 974-1100

Priority: Respond Within Five Days

Opinion No. 2014 - 118284

Date: 8/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Carole

Kus

Account Name: Carole Kus

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09 RATE CASE OPPOSED

Name: Carole J. Kus

Date: 08/27/2014

Address

Phone

CityStateZip: sun city, Az

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: w-013031-09-0343 SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: I am opposed to EPCOR's proposed rate hike. The rate hike is way too high for elderly citizens residing in Sun City and living on fixed income. It seems grossly unfair that EPCOR would propose such a high rate hike. No one likes rate increases no matter where they live, but what you're asking seems a little too high and unreasonable.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/29/2014

Opinion No. 2014 - 118284

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118283

Date: 8/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Richard

Fairbourne

Account Name: Richard Fairbourne

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09 RATE CASE OPPOSED

Name: RICHARD FAIRBOURN

Date: 8-27-2014

Address: E

Phone: ?

City/State/Zip: SUN CITY

Cell: ?

Docket: Wastewater Rate Design Examination

Docket No: W-01303A-09-0343 and SW-0303A-0-0343.

Utility: EPCOR

Position: Con

Email:

Comments: I find no justification for this reported 89% increase to be placed on the backs of seniors with fixed income. I am also offended this company from a foreign company is allowed to attempt such outrageous increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 8/29/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118283

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

Fax:)

Priority: Respond Within Five Days

Opinion No. 2014 - 118282

Date: 8/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Robert

Phillips

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: ()

Nature of Complaint:

EPCOR 09 RATE CASE OPPOSED

Name: Robert G. Phillips

Date: August 27, 2014

Address

Phone:

CityStateZip: Sun City, AZ 85373

Cell:

Docket: Waste Water Rate Design Examination

DocketNo: W-01303A-09-0343

Utility: EPCOR

Position: Con

Email

Comments: I am retired and cannot afford to pay that much for water bills. I say no to the possible increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118282

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

22

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118281

Date: 8/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: **First:** Janet **Last:** Phillips

Account Name: Janet A Phillips

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: ()

Nature of Complaint:

EPCOR 09 RATE CASE OPPOSED

Name: Janet A Phillips

Date: August 27, 2014

Address: 1

Phone:

CityStateZip: Sun City, AZ 85373

Cell: 4

Docket: Waste Water Rate Design Examination

DocketNo: W-01303A-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: There is no way we can increase our water bills that much!!!! We have enough bills to pay.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118281

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118280

Date: 8/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Emery

Kellogg

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: ()

Nature of Complaint:

EPCOR 09 RATE CASE OPPOSED

Name:Emery Kellogg

Date:8/27/2014

Address:

Phone:

CityStateZip:Sun City, AZ.

Cell:

Docket:Wastwater Rate Design Examination

DocketNo:w-01303a-09-0343; sw-0303a-090343

Utility:EPCOR

Position:Con

Email:)

Comments:I AM OPPOSED TO FULL CONSOLIDATION OF ALL EPCOR WASTEWATER DISTRICTS.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118280

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118279

Date: 8/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Bert Last: Kolbeck

Account Name: Bert Kolbeck

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09 RATE CASE OPPOSED

Name:BERT KOLBECK

Date:8/27/14

Address:

Phone:6

CityStateZip:SUN CITY, AZ, 85351

Cell:

Docket:EPCOR WASTEWATER CONSOLIDATION

DocketNo:W-013031-09-0343

Utility:EPCOR

Position:Con

Email:

m

Comments:I AM A RESIDENT HERE IN SUN CITY. I MOVED HERE BECAUSE OF THE LOW WATER/SEWER RATES,BECAUSE I AM ON A FIXED INCOME AND HAVE TO WATCH EVERY DOLLAR. THE EPCOR PROPOSAL IS HIGHWAY ROBBERY IN THE FIRST DEGREE. WHY SHOULD WE HERE IN SUN CITY HAVE TO PAY EXHORBATANT WASTE FEES TO SUBSIDIZE MORE MODERN AND EXPENSIVE AREAS LIKE SUNCYI WEST AND ANTHEM. THESE AREAS HAVE HIGHER VALUATIONS AND PEOPLE WHO PURCHASED HOMES THERE KNEW FULL WELL WHAT THEIR COSTS WOULD BE. THIS IS TOTALLY UNFAIR TO ME AND MY NEIGHBORS AND I RESPECTFULLY ASK THAT YOU DENY ANY SUCH ACTIONS BY EPCOR, JUST TO FATTEN THEIR ALREADY LOADED COFFERS. THANK YOU.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docketed
End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118279

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 8/29/2014

Opinion No. 2014 - 118277

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

22

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 118276

Date: 8/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Morris**

Sahrhage

Account Name: Morris Sahrhage

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09 RATE CASE OPPOSED

Name: Morris Sahrhage

Date: 8/27/14

Address

Phone

CityStateZip: Sun City AZ

Cell:

Docket: Waste Water Consolidation

DocketNo: W-01303A-09-0343

Utility: EPCOR

Position: Con

Email

Comments: Please oppose this docket as that it is expected to raise waste water rates an estimated 90%. Retired persons can ill-afford this increase. The corporation commissions job is to protect the citizens from this kind of price gouging. Best Regards, Morris Sahrhage wb7bv@cox.net

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 8/29/2014

Opinion No. 2014 - 118276

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 118275

Date: 8/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Richard Hoffer

Account Name: Richard Hoffer

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09 RATE CASE OPPOSED

Name:Richard Hoffer

Date:8/28/14

Address:

Phone:

CityStateZip:Sun City, AZ

Cell:

Docket:Wastewater Rate Design Examination

DocketNo:W-01303A-09-0343

Utility:Epcor

Position:Con

Email:

Comments:I would like to know why EPCOR expects people that are on a fixed income, and least able to afford an increase in their water bills to pay the highest increase. An 89% increase for Sun City residents will do nothing but cause EPCOR to shut off water for non-payment in this town. That will do nothing but cause death. Is that really the end game for EPCOR? This is such a ridiculous proposal, I would ask the Commission to please use the common sense that has avoided EPCOR and deny this docket outright. We don't mind a small increase. This is just plain bad policy. r

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docketed
End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118275

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 118274

Date: 8/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Dolores

Brandell

Account Name: Dolores Brandell

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09 RATE CASE OPPOSED

From: Util-PublicComment
Sent: Thursday, August 28, 2014 6:17 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:Dolores Brandell

Date:8/28/2014

Address:

Phone:

CityStateZip:Sun City, AZ

Cell:

Docket:Epcor Waste Water Consolidation

DocketNo:SW-013031-09-0343

Utility:EPCOR

Position:Con

Email

Comments:My husband and I are opposed to Epcor's plan for waste water consolidation

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docketed
End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118274

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

2

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 118273

Date: 8/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Nina Last: Brand

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: (

Nature of Complaint:

EPCOR 09 RATE CASE OPPOSED

Name:Nina Brand

Date:08-28-2014

Address:

Phone:5

CityStateZip:Sun City, AZ 85351

Cell:

Docket:W-01303A-09-0343; SW-0303A-0-0343

DocketNo:W-01303A-09-0343

Utility:EPCOR

Position:Con

Email:

Comments:I am opposed to full consolidation of all EPCOR wastewater districts. This would be a great hardship on areas with mostly fixed income residents.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 8/29/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118273

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118272

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docketed
End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118271

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118294

Date: 8/29/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Stephen Last: Nearing

Account Name: Stephen Nearing

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 000000

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: S

Contact Phone: . . .

Nature of Complaint:

Docket No: W-01303A-09-0343 & SW-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, August 28, 2014 11:01 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Stephen Nearing

Date: 8/28/14

Address:

Phone:

CityStateZip: Sun City

Cell:

Docket:

DocketNo:

Utility:epcor

Email:

Docket No: W-01303A-09-0343 & SW-01303A-09-0343

Comments:Sun City has been paying for infrastructure upgrades for the last 50 + years at its current rate. Why all of a sudden we start paying for the infrastructure at Anthum at such an increased rate? It makes no sence that this new company should have the ability to change how things apply to Sun City after all these years. Let the new additions pay for there own infrastructure.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118294

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez **Phone:** 5 **Fax:** , , - - - - -

Priority: Respond Within Five Days

Opinion No. 2014 - 118292 **Date:** 8/29/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** **Last:**
Jacob W. Hiebert

Account Name: Jacob W. Hiebert **Home:** (000) 000-0000

Street: **Work:**

City: Sun City **CBR:** at

State: AZ **Zip:** 85351 **is:** E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

Docket No: IW-01303A-09-0343 & SW-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, August 28, 2014 9:57 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Jacob W. Hiebert
Date: 8-28/14
Address
Phone
CityStateZip: Sun City, Arizona 85351
Cell:
Docket: The Water Situation
DocketNo:
Utility: Epcor
Email:

Comments: General comment: I know that you probably are looking at the situation as a whole of the area, but there is no moral right for you to charge the city that has the wells to supply the water and give lesser rates to those who have no wells or water in their area. Charge "Them More"! We have already been paid the county taxes to dig the wells, why should we in Sun City be penalized by pay higher rates because some cities do not have wells. It was their responsibility to make sure there was water in their area before they developed it. Back charge Del Webb for the difference we are paying. Jacob Hiebert

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

.

Investigator's Comments and Disposition:

8/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118292

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118295

Date: 8/29/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Mary **Last:** Staley

Account Name: Mary Staley

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No: W-013031-09-0343 and SW-013031-09-0343

From: Util-PublicComment
Sent: Thursday, August 28, 2014 11:12 AM
To: Util-PublicComment
Subject: Public Comment

Name: Mary Staley

Date: 08-28-14

Address: 1

Phone:

CityStateZip: Sun city az 85351

Cell:

Docket: Epcor Waste Water Consolidation

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: Epcor

Position: Con

Email:

Comments: I oppose full wastewater consolidation. It is ridiculous that Sun City residents should have to foot the bill for other districts. I agree totally with the opinions that the Sun City Homeowners Association has presented.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118295

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 118306

Date: 8/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Rick And Gail Last: Brassfield

Account Name: Rick And Gail Brassfield

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: (

Nature of Complaint:

Docket No:W-013031-09-0343 and SW-013031-09-0343

8/29/14: Correspondence

I am opposed to full consolidation of all EPCOR wastewater districts.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/29/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118306

SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118327

Date: 9/2/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Edward Last: Sandvig

Account Name: Edward Sandvig

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: (t

Nature of Complaint:

SW-01303A-09-0343 EPCOR 09 Rate Case Opposed Sun City

Name: Edward Sandvig

Date: 08-23-14

Address:

Phone:

City, State, Zip: Sun City, AZ 85351

Docket: EPCOR Waste Water Consolidation

Docket No: SW-01303A-09-0343

Utility: EPCOR

Position: CON

Email:

Comments:

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 cost for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot & should not be required to subsidize other districts for poor planning & choices.

We are retired & on a fixed income & this would be a real hardship for us & may have to consider moving elsewhere where EPCOR is not the wastewater provider.

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

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 9/2/2014

Opinion No. 2014 - 118327

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax: (602) 944-1100

Priority: Respond Within Five Days

Opinion No. 2014 - 118177

Date: 8/25/2014

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

Complaint By: First: **Mary** Last: **Botha**

Account Name: Mary Botha

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: Karl Wilkins

Contact Phone: (602) 944-1100

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Mary Botha [mailto:mary.botha@epcor.com]
Sent: Monday, August 25, 2014 10:21 AM
To: Utilities Div - Mailbox
Subject: Aqua Fria District High Water Rates - Docket # 09-0343

DOCKET #: 09-0343

TO WHOM IT MAY CONCERN - CONSUMER DIVISION

I am a resident of Corte Bella in the Aqua Fria District.

I along with everyone else here objects to the excessive rates we have been paying for waste water. I think it only fair that the excessive costs should be distributed amongst all the communities so am in favor of consolidation as the fairest solution to the problem.

Attached are our monthly water bill costs for the last 12 months.

In order to save water we have not been using the dishwasher in years and we make a point of showering at the club after our daily swim at the recreation center to avoid using the showers at home. Our garden plants are also on a low watering schedule. However our water rate is still currently in excess of \$142 per month. This is just not acceptable! The cost for the past month jumped another \$20 - 30 probably because we had a guest stay with us.

I hope this information will be useful to consider for a fairer and more universal rate by consolidating the various communities.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thanks for your understanding and consideration.

Mary Botha
End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/25/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118177

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118174

Date: 8/25/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Darlene

Paterson

Account Name: Darlene Paterson

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment
Sent: Monday, August 25, 2014 9:51 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Darlene Paterson

Date: 8/25/14

Address

ue

Phone

CityStateZip: Sun City, AZ 85351

Cell:

Docket: Wastewater Rate Design Examination: Consolidation/De-Consolidation

DocketNo: W-01303A-09-0343 SW-0303A-0-0343

Utility: EPCOR

Position: Con

Email

Comments: As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on 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 the ACC response they have projected additional capital improvement costs for the Sun City district of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.5M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118174

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 995-1000

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118173

Date: 8/25/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Steve and Jackie Gnagi

Account Name: Steve and Jackie Gnagi

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR: r. :g

State: AZ Zip.

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone: ()

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Jacqueline Gnagi [mailto:js
Sent: Monday, August 25, 2014 9:48 AM
To: Utilities Div - Mailbox
Subject: Doc # 09-0343 Water District Consolidation Plan

Corporate Commission Members:

Please consider the comments below concerning the upcoming plan to address the several options for the West Valley Water Districts.

A close review of the existing billing structure used in the West Valley Water Districts shows some obvious inequities. When adjacent neighborhoods using the exact same waste water facilities pay nearly \$100 per month difference in waste water rates*, the current system needs to be re-evaluated. This need is also re-enforced when you consider future upgrades and replacements that will surely be needed.

As in any financial project, spreading the cost over a larger billing base just makes sense. This will also allow future improvements to be funded with a minimal effect on individual customers and will "smooth-out" the capital expenditures over time.

As a homeowner in the Agua Fria Water District, please consider my recommendation for complete consolidation of the West Valley Water Districts.

Thank you.

Steve and Jackie Gnagi

*Quoted from arizona.newspaper.com, August 18, 2014: Agua Fria has the highest rate of the five districts at an average \$106.20 a month for 7,000 gallons, which will increase to \$121.91 a month in January 2015. Currently Sun City and Sun City West residents pay the lowest wastewater rates at \$18.11 and \$30.96 a month,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

respectively, because the communities are older and the infrastructure in place cost less back then. In the report filed Aug. 8. Epcor looked at the three options; breaking the Agua Fria District into smaller districts, re-joining the Agua Fria District with Anthem District and consolidating five districts-Sun City, Sun City West, Anthem, Agua Fria and Mohave. The regulatory agency granted Anthem District's request in 2012 to break away from Agua Fria, resulting in higher costs for the latter.

"You have to look at consolidation from a long-term perspective," Epcor spokeswoman Rebecca Stenholm said. "It's similar to what you have with APS or Southwest Gas or the city of Phoenix where you have one district with one pool of customers and all the customers share the cost."

Under full consolidation, all homeowners would pay a flat rate of \$34.30 a month for sewer service, according to the report.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118173

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118178

Date: 8/25/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By:

Art

Bourgeois

Account Name: Art Bourgeois

Home: (t

Street:

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

From: Util-PublicComment
Sent: Monday, August 25, 2014 10:28 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:Art Bourgeois
Date:8/25/2014
Address
Phone:
CityStateZip:Arden Hills
Cell:
Docket:EPCOR Waste Water Consolidation
DocketNo:W-01303A-09-0343 and SW-0303A-0-0343-(Corrected)
Utility:EPCOR

Email

Comments:I object to the consolidation of the water districts which would include Sun City. The cost of providing water to areas other than Sun City should be born by residents and businesses in the respective areas. Sun City residents should pay only for structural needs to deliver water to its residents as well as the actual cost of delivery. Residents and businesses in Anthem and other areas receiving water from EPCOR should pay for their structural and delivery costs. If the cost of delivering water to Anthem exceeds the cost to deliver water to Sun City then so be it: the residents and businesses of Anthem should pay more for the service. If and when the day comes that new water mains need to be installed in Sun City, then so be it: Sun City residents and businesses should pay for the cost of the new mains, not Anthem residents. People or businesses moving to Anthem or

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

other areas in the northwest valley, or the Phoenix area for that matter, should understand what the costs of utilities will be before they move and not expect to be subsidized by surrounding or adjacent areas.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118178

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/25/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118179

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: , 520.700.1000

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118170

Date: 8/25/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Gary Last: Suden

Account Name: Gary Suden

Home:

Street:

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

From: Util-PublicComment
Sent: Sunday, August 24, 2014 6:00 AM
To: Util-PublicComment
Cc
Subject: Public Comment

Name: Gary Suden
Date: 08/24/2014
Address: 10906 W SEQUOIA DR
Phone: f
CityStateZip: SUN CITY, AZ 85373
Cell:
Docket: EPCOR Waste Water Consolidation
DocketNo: W-013031-09-0343, SW-013031-09-0343
Utility: EPCOR
Position: Con

Ema

Comments: 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 \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118170

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118168

Date: 8/25/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Wendy **Last:** Currie

Account Name: Wendy Currie

Home: (

Street: 1000

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 8

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone: (000) 000-0000

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment
Sent: Sunday, August 24, 2014 8:11 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:Wendy Currie
Date:24/08/2014
Address:
Phone:
CityStateZip:Sun City , Az , 85351
Cell:1
Docket:EPCOR Waste Water Consolidation
DocketNo:W-013031-09-0343 and SW-013031-09-0343
Utility:EPCOR
Position:Con

Email:

Comments:This I unacceptable !!!!!!!!!!!!!
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

8/25/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118168

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax: (6

Priority: Respond Within Five Days

Opinion No. 2014 - 118168

Date: 8/25/2014

Complaint Description: 08Q EPCOR
 N/A Not Applicable

Complaint By: First: Last:
Wendy **Currie**

Account Name: Wendy Currie

Home:

Street:

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

From: Util-PublicComment
Sent: Sunday, August 24, 2014 8:11 AM
To: Util-PublicComment
Cc: publiccomment@epcor.com
Subject: Public Comment

Name:Wendy Currie
Date:24/08/2014
Address:
Phone:
CityStateZip:Sun City , Az , 85351
Cell:1 3
Docket:EPCOR waste Water Consolidation
DocketNo:W-013031-09-0343 and SW-013031-09-0343
Utility:EPCOR
Position:Con

Email'

Comments:This I unacceptable !!!!!!!!!!!!!
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

8/25/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118168

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118167

Date: 8/25/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Robert Last: Maxwell

Account Name: Robert Maxwell

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment
Sent: Sunday, August 24, 2014 3:54 PM
To: l
Cc:
Subject: Public Comment...

Name: Robert Maxwell
Date: 08-24-2014
Address:
Phone: t
CityStateZip: SUN CITY, AZ 85351
Cell:
Docket: EPCOR water waste consolidation
DocketNo: W-013031-09-0343 SW-013031-09-0343
Utility: EPCOR
Position: Con

Email: t

Comments: I am greatly opposed to the rate increase proposed by this process. Your declination of such is anticipated, since the consolidation is grossly unfair.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/25/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118167

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2014 - 118165

Date: 8/25/2014

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

Complaint By: First: Susan Last: Chace

Account Name: Susan Chace

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 855

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment
Sent: Sunday, August 24, 2014 4:04 PM
To: Util-PublicComment
Subject: Public Comment

Name:susan chace
Date:8/24/2014
Address:
Phone:
CityStateZip:sun city, az 85373
Cell:
Docket:ws-01303A-09-0343, w-01303A-09-0343
DocketNo:w-01303a-10-0448
Utility:Epcor water

Email:

Comments:I want to comment on the bad business practices of Epcor Water and the horrible decisions made by the ACC which have gotten an entire community into a wastewater/water rate escalation that is deplorable. Having lived in the valley for sometime, I am used to the ACC being out of control but together with this new water company in our state, we seem to be facing the perfect storm of corporate greed meets incompetent or disconnected commissioners. This fight should never have had to happen if everyone was doing his/her home work, being honest and presenting all the facts. We have Epcor making promises to Sun City and Sun City West, whom haven't had a rate increase in six years, that their rates won't go up. Can Agua Fria get such a promise, ACC? Only retroactive to six years ago? Epcor, how and why does this happen? Epcor if you are a 'utility' why aren't you functioning as such? Phoenix services water customers all over the valley and manages NOT to

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

segregate areas into discriminate rates of billing. And they manage to bill their customers on a monthly (12) basis!!! Epcor, why are you passing all your bad business decisions along to your customers and ACC why are you letting them? I saw comments from residents of Sun City and Sun City West that we in Agua Fria district should not have bought houses there if we can't afford the water rates????????? Well, we didn't, these rates didn't exist when we bought. Another comment was that we should have known better and done research on the water company... American Water... sage advise, wouldn't you say? Then there were the "isolationists" views that declares life was so much better for Sun City before there was Surprise, Corte Bella, Crossriver, etc, etc.... Yes well, that is helpful but lest we point out how much all of us have paid for all that infrastructure they are using and enjoying. Point is no one seems to be able to anticipate the growing pains of this valley very well nor how to handle them. Including these coming infrastructure changes which I wouldn't bet Epcor has a handle on cost. The fairest decision would be to go forward with the consolidation plan and try to even the playing field some. Then vote for commissioners that seem to have an understanding of their community interests. It is inconceivable to me that anyone seeing their water bill of \$18, knowing that they haven't seen an increase in over six years, wouldn't anticipate a rate hike is due! This is Arizona!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118165

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax: ((

Priority: Respond Within Five Days

Opinion No. 2014 - 118169

Date: 8/25/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Gary Last: Luedemann

Account Name: Gary Luedemann

Home: -----

Street:

Work: (000) 000-0000

City: Sun City

CBR: v

State: AZ Zip: 8

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone: -----

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment
Sent: Sunday, August 24, 2014 7:55 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Gary Luedemann
Date: 8/24/2014
Address: |
Phon
CityStateZip: Sun City, AZ 85351
Cell:
Docket: EPCOR Waste Water Consolidation
DocketNo: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR

Emai

Comments: I am an elderly man that lives in Sun City. I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Should this happen my monthly bill would more than double .. As a SINGLE man using very little water for my laundry, dishes and personal use. I moved to Sun City, an age restricted, retirement community. I live on a "fixed income" and am very frugal with my spending! I have planted all of my shrubs - trees - and desert landscaping - to be basically a water free yard - - to save on the water cost! Now - EPCOR wants me, all of us, who live in a retirement community to HELP with the costs of other communities who cannot support themselves with their more than likely, larger family, green grass, swimming pool life styles! This is so unfair! This consolidation would cause an unfair hardship to the residents of Sun City.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

It would essentially force Sun City to subsidize the costs of newer developments that were built in recent years. It should not be allowed. An 89% increase is unconscionable. We are a retirement community where many of us are on fixed incomes. Commissioners, We voted YOU into office to take care of such issues as what EPCOR wants to do . I do not feel it fair to charge us for other "newer communities " that were built years after our community --Sun City was established 50 plus years ago -- in the 1960's! These newer areas need to support themselves, we should not be sharing their expense ! As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/25/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118169

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118162

Date: 8/25/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Karen **Last:** Scheuerman

Account Name: Karen Scheuerman

Home:

Street: 1 r

Work: (000) 000-0000

City: Sun City

CBR: 'g

State: AZ Zip

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment
Sent: Monday, August 25, 2014 6:59 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Karen Scheuerman
Date: 8/25/2014
Address: r
Phone 1
CityStateZip: Sun City, Arizona
Cell
Docket: wastewater Rate Design Examination
DocketNo: W-01303A-09-0343; SW-0303A-0-0343
Utility: EPCOR Water

Email: karenscheuerman@gmail.com

Comments: I am very concerned about the rate change you are proposing that will affect the Sun City residents. A 90% increase seems unrealistic to me. As a resident of Sun City I will certainly feel the affects of this but many other will feel it more. Please reconsider your decision. Thank you.
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/25/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118162

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

We ask the Commission to look further ahead than you had looked when making your prior de-consolidation decision for the Anthem community. Did you not anticipate how that decision would domino and affect the remaining smaller communities in the Aqua Fria District?

Please make the correct choice in ruling for full consolidation of the Aqua Fria District, which would result in equal sharing and reasonable cost to consumers.

Leslie and Keith Pellien
Corte Bella Residents

Sun City west AZ 85375
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118161

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 118172

Date: 8/25/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Don

Chabot

Account Name:

Home: (

Street:

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

From: Util-PublicComment
Sent: Monday, August 25, 2014 8:52 AM
To: Util-PublicComment
Cc:
Subject: PUBLIC COMMENT

Name: Don Chabot
Date: 08/25/2014
Address:
Phone: 602-5-
CityStateZip: Sun City ,AZ.
Cell:
Docket: Epcor waste water consolidation
DocketNo: W-01303A-09-0343
Utility: Epcor
Position: Con

Email.

Comments: I believe the consolidation is unfair
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/25/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

3

Fax: (602) 542-2100

Priority: Respond Within Five Days

Opinion No. 2014 - 118171

Date: 8/25/2014

Complaint Description: 08Q EPCOR
 N/A Not Applicable

Complaint By: First: Last:
 Claudia **Schell**

Account Name:

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBF

State: AZ Zip

is: E-Mail

Utility Company: **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment
Sent: Monday, August 25, 2014 9:06 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Claudia Schell
Date: 8-25-14
Address:
Phone:
CityStateZip: AZ
Cell: 1
Docket: SW-01303A-09-0343
DocketNo: SW-01303A-09-0343
Utility: epcor
Position: Pro

Email

Comments: These prices are unacceptable !!!

Email: gsuden@msn.com

Comments: As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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 \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118171

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2014 - 118136

Date: 8/22/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Kevin

Anderson

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: K

Contact Phone:

Nature of Complaint:

EPCOR -09-10 rate cases

Name:Kevin Anderson

Date:08/08/2015

Address

Phone.

CityStateZip:Buckeye AZ 85396

Cell:

Docket:ACC Waste Water Relief Rate

DocketNo:SW-01303A-09-0343

Utility:EPCOR

Position:Pro

Email.

Comments:A study of the water rates is desperately needed. The water charges for both use and waste are outrageous. Please consider the consolidation. Thank you

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118136

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/25/14
Emailed to the Phoenix office for docketing.
FILE CLOSED.
End of Comments

Date Completed:

Opinion No. 2014 - 118189

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118163

Date: 8/25/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Herman Last: Zuettel

Account Name: Herman Zuettel

Home:

Street:

Work:

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

From: Util-PublicComment
Sent: Monday, August 25, 2014 6:20 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:Herman Zuettel
Date:08/25/14
Address
Phone
CityStateZip:Sun city az.
Cell:
Docket:W-01303A-9-0343
DocketNo:W-01303A-9-0343
Utility:Epcor
Position:Con

Email:

Comments:Please consider waste water in sun city is (only) measured by tap water usage Epcor stated that. So people pay for waste to water grass ,plants, wash their car this and all exterior water is measured as waste water. How can this be ? What is actually in the pipe to tolleson is unknown. It's like the fox guarding the henhouse! They charge whatever they want to. Ouch,
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/25/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118163

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118164

Date: 8/25/2014

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

First:

Last:

Complaint By: James

LUKAWSKI

Account Name: James LUKAWSKI

Home:

Street:

Work:

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

From: Util-PublicComment
Sent: Monday, August 25, 2014 6:03 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: JAMES LUKAWSKI
Date: 08/25/2014
Address:
Phone:
CityStateZin: SUN CITY WEST
Cell:
Docket: WASTE WATER
DocketNo: WS-01303A-09-0343
Utility: EPCOR
Position: Pro

Email

Comments: I have been paying an exorbitant and unfair amount for waste water treatment for the past 2 years. I wholly support Epcors proposed option to consolidate all districts to evenly and fairly distribute the costs of maintaining and upgrading the system.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/25/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 8/25/2014

Opinion No. 2014 - 118164

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118192

Date: 8/26/2014

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

First:

Last:

Complaint By: **Judy & Leon**

Rischall

Account Name: Judy & Leon Rischall

Home:

Street:

Work:

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

-----Original Message-----

From: Judy & Leon Rischall

Sent: Monday, August 25, 2014 12:27 PM

To: Utilities Div - Mailbox

Subject: Docket # 09-0343 - Water Consolidation

Docket # 09-0343

Water Consolidation

Attached please find a copy of our current water bill from EPCOR Water.

The charges for waste water have steadily increased and in January 2015, we believe they are due to increase again! We live in Corte Bella in Sun City West which is a retirement community. Rates keep going up but our income isn't keeping pace with the increase. When we opened up this months bill and saw \$170 we couldn't believe it. What is next month going to be??

WE ARE ASKING THAT YOU PLEASE SUPPORT US WITH CONSOLIDATION AND MAKE THIS FAIR FOR EVERYONE NOT JUST A FEW.

Thank You.

Judy & Leon Rischall

Sun City West AZ

End of Complaint

Utilities' Response:

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:

Opinion No. 2014 - 118192

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:

Opinion No. 2014 - 118192

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118190

Date: 8/26/2014

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

Complaint By: First: Jim Last: Stutz

Account Name: Jim Stutz and Linda Schultz

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3109

Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Jim Stutz

Sent: Monday, August 25, 2014 12:41 PM

To: Utilities Div - Mailbox

Cc: 'Communication'; Stutz, Jim

Subject: Water District Consolidation Docket # 09-0343

TO: MEMBERS of the ARIZONA CORPORATIONS COMMISSION ("ACC")

I am writing to express my concerns and fears regarding the water rates for the Aqua Fria Water District that includes the Corte Bella retirement community.

I have been an owner/resident since early 2011 and have experienced continuing average rate increases in excess of 25% even though water usage has remained essentially constant for the past 3+ years and even though, at our expense, we exchanged for lower rate 3/4 inch water meter. I have attended public meetings that included EPCOR representatives and listened to their explanation that only the ACC is responsible for our extraordinary water rates as the ACC is the approval authority for past and current water rate structures as requested by EPCOR. I have tracked the de-consolidation of Anthem even though the administrative hearing officer recommended that Anthem NOT be allowed to secede from the then existing water district composition.

The following summarized my viewpoint and thoughts:

- 1.Corte Bella currently is burdened with the highest water rates in the Greater Phoenix area.
- 2.Corte Bella currently is burdened with the some of the highest water rates on the West Coast.
- 3.EPCOR SHOULD BE MANDATED AND AUTHORIZED TO PROVIDE THE MOST ECONOMICAL WATER SYSTEM i.e., WATER RATES ON A CONSOLIDATED BASIS TO EFFECTIVELY COST SHARE ACROSS ALL COMMUNITIES THAT THEY SERVICE.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

- 4.EPCOR SHOULD BE MANDATED BY ACC TO REDUCE COST BY THE ECONOMY OF SCALE THROUGH CONSOLIDICATION.
- 5.EPCOR SHOULD BE REQUIRED TO OBTAIN PRIOR APPROVAL FOR ANY FUTURE MAJOR SYSTEM ENHANCEMENT AND/OR IMPROVEMENT
- 6.EPCOR SHOULD REQUIRED THAT WATER SYSTEM EXPANSION COSTS FOR ANY MAJOR NEW COMMERICAL OR RESENDTIAL DEVELOPMENTS BE AT THE EXPENSE OF THE DEVELOPER AND NOT CURRENT WATER DISTRICT PROPERTY OWNERS.

In conclusion, the ACC is encouraged to exercise good management discretion that is unburdened by political pressures and provide a framework for all EPCOR customers to equally and uniformly share in the benefits and costs for water service.

Jim Stutz and Linda K Schultz

Sun Wity West, AZ
End of Complaint

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 - 118190

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118190

Date: 8/26/2014

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

First:

Last:

Complaint By:

Jim

Stutz

Account Name:

Jim Stutz and Linda Schultz

Home:

Street:

Work:

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

From: Jim Stutz m]
Sent: Monday, August 25, 2014 12:41 PM
To: Utilities Div - Mailbox
Cc: 'Communication'; Stutz, Jim
Subject: Water District Consolidation Docket # 09-0343

TO: MEMBERS of the ARIZONA CORPORATIONS COMMISSION ("ACC")

I am writing to express my concerns and fears regarding the water rates for the Aqua Fria Water District that includes the Corte Bella retirement community.

I have been an owner/resident since early 2011 and have experienced continuing average rate increases in excess of 25% even though water usage has remained essentially constant for the past 3+ years and even though, at our expense, we exchanged for lower rate ¾ inch water meter. I have attended public meetings that included EPCOR representatives and listened to their explanation that only the ACC is responsible for our extraordinary water rates as the ACC is the approval authority for past and current water rate structures as requested by EPCOR. I have tracked the de-consolidation of Anthem even though the administrative hearing officer recommended that Anthem NOT be allowed to secede from the then existing water district composition.

The following summarized my viewpoint and thoughts:

- 1.Corte Bella currently is burdened with the highest water rates in the Greater Phoenix area.
- 2.Corte Bella currently is burdened with the some of the highest water rates on the West Coast.
- 3.EPCOR SHOULD BE MANDATED AND AUTHORIZED TO PROVIDE THE MOST ECONOMICAL WATER SYSTEM i.e., WATER RATES ON A CONSOLIDATED BASIS TO EFFECTIVELY COST SHARE ACROSS ALL COMMUNITIES THAT THEY SERVICE.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

- 4.EPCOR SHOULD BE MANDATED BY ACC TO REDUCE COST BY THE ECONOMY OF SCALE THROUGH CONSOLIDICATION.
- 5.EPCOR SHOULD BE REQUIRED TO OBTAIN PRIOR APPROVAL FOR ANY FUTURE MAJOR SYSTEM ENHANCEMENT AND/OR IMPROVEMENT
- 6.EPCOR SHOULD REQUIRED THAT WATER SYSTEM EXPANSION COSTS FOR ANY MAJOR NEW COMMERCIAL OR RESENTIAL DEVELOPMENTS BE AT THE EXPENSE OF THE DEVELOPER AND NOT CURRENT WATER DISTRICT PROPERTY OWNERS.

In conclusion, the ACC is encouraged to exercise good management discretion that is unburdened by political pressures and provide a framework for all EPCOR customers to equally and uniformly share in the benefits and costs for water service.

Jim Stutz and Linda K Schultz

Sun Wity West, AZ
End of Complaint

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 - 118190

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118407

Date: 9/5/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: lillian Last: reignn

Account Name: lillian reignn

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: ^

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

From: Util-PublicComment
Sent: Thursday, September 04, 2014 4:31 PM
To: Util-PublicComment
Subject: Public Comment

Name:lillian reignn
Date:9/4/14
Address:
Phone:
CityStateZip:sun city az.
Cell:
Docket:epcorwastewaterconsolidation
DocketNo:w013031-09-0343 sw-013031-09-0343
Utility:epcor
Position:Con

Comments:please cannot afford any more higher bills
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/5/14: Entered for the record and docketed CLOSED
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/5/2014

Opinion No. 2014 - 118407

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118297

Date: 8/29/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: James L Last: Drown

Account Name: James L Drown

Home:

Street:

Work:

City: Youngtown

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

Docket No:W-013031-09-0343 and SW-013031-09-0343

From: Util-PublicComment
Sent: Thursday, August 28, 2014 11:50 AM
To: Util-PublicComment
Cc.
Subject: Public Comment

Name:James L Drown
Date:08/28/2014
Address:
Phone:
CityStateZip:Youngtown Arizona
Cell:
Docket:Wastewater Rate Design Examination
DocketNo:W-01303A-09-0343
Utility:Epcor
Position:Con
Email

Comments:I certainly have reviewed my voting decisions and am really concerned as to why you are doing this? It is borderline IDIOTIC!! Remember you are Elected and are not to unduly vote to increase utilities that create unjust burdensome costs upon us! Please note the following: the Arizona Corporation Commission asked EPCOR, your water company, to develop waste water consolidation scenarios. The full consolidation plan would increase your waste water rates by 89%! I have filed formal opposition to the full consolidation plan with the Arizona Corporation Commission. I encourage you to voice your opposition too. Here is the LINK to fill out a public comment to the Arizona Corporation Commission. The name of the Docket is: Wastewater Rate Design Examination. The utility is: EPCOR. The Docket numbers are: W-01303A-09-0343 and SW-0303A-0-0343.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Contact me if you have questions at _____ or _____. Together, we can make a difference.
Sincerely, _____ Arizona State Representative Legislative District 21 God Bless America Follow Debbie!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/29
Emailed to the Phoenix office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118297

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/29

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118298

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118300

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118302

Date: 8/29/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Patricia Last: Whitmore

Account Name: Patricia Whitmore

Home:

Street:

Work:

City: Youngtown

CBR:

State: AZ Zip

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Thursday, August 28, 2014 12:10 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

W-01303A-09-0343 and SW-01303A-0-0343

Name: Patricia Whitmore

Date: 8/28/14

Address

Phone No Calls Please

CityStateZip: Youngtown, AZ

Cell:

Docket: The utility is: EPCOR. The Docket numbers are: W-01303A-09-0343 and SW-0303A-0-0343.

DocketNo: W-0133A SW0303A-0-0343

Utility: Epcor

Email om

Comments: Youngtown never should have sold Citizens Water to Sun City. It was a money maker for us and Sun City did not do its job maintaining this precious resource. They thought Youngtown was dumb, and then they turned around and sold Citizens and made a big profit on it, thereby starting this horrendous tumbling of events that have increased our water costs ten fold. Now the old people in Sun City are whining about it every chance they get! As for this proposed Waste Water Consolidation, please don't do it. As a retiree, I for one, cannot absorb any more utility costs in my budget. I am against Waste Water Consolidation! Thank you for consideration.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/29

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118302

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Inquiry No. 2014 - 118304

Date: 8/29/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **First:** Ronald C. **Last:** Greenland

Account Name: Ronald C. Greenland

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ **Zip:**

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

Docket No:W-013031-09-0343 and SW-013031-09-0343

From: Util-PublicComment
Sent: Thursday, August 28, 2014 1:26 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:Ronald C. Greenland

Date:8/28/2014

Address

Phone

CityStateZip:Sun City, AZ

Cell:

Docket:EPCOR WASTE WATER CONSOLIDATION

DocketNo:W-013031-09-0343 and SW-013031-09-0343

Utility:EPCOR

Position:Con

Emai

Comments:I oppose full waste water consolidation. It is absolutely wrong to require one HOA, that has planned their finances properly, to be paying another HOA's unplanned for responsibilities. The waste water assessment for an SVHOA homeowner would increase by 89%. This is outrageous. Please do NOT allow this to take place!

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/29

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Inquiry No. 2014 - 118304

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/29

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118310

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118315

Date: 8/29/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Dawn Last: Russo

Account Name: Dawn Russo

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Thursday, August 28, 2014 4:38 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:Dawn Russo

Date:08/28/2014

Address:

Phone

CityStateZip:Sun City

Cell

Docket:EPCOR Waste Water Consolidation

DocketNo:W-013031-09-0343 and SW-013031-09-0343

Utility:EPCOR

Position:Con

Email

Comments:As a Sun City resident on a fixed income these rate increases are not right. EPCOR should of did a better job with there budget. To make us pay for other districts problems is not fair. EPCOR did a poor job in planning and choices. Please do not let these rate increases take place.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118318

Date: 8/29/2014

Complaint Description: 08Q EPCOR
 N/A Not Applicable

First:

Last:

Complaint By: **Gary R.**

Hobbs

Account Name: Gary R. Hobbs

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company. **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket:W-013031-09-0343 and SW-013031-09-0343

From: Util-PublicComment
Sent: Thursday, August 28, 2014 5:34 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:Gary R. Hobbs

Date:08/28/14

Address:

Phone

CityStateZip:Sun City, AZ

Cel

Docket:EPCOR Waste Water Consolidation

DocketNo:W-013031-09-0343 and SW-013031-09-0343

Utility:EPCOR

Position:Con

Email:

Comments:89% increase is unacceptable and out of line. Ever since Epcor came along my water rates have increased. Epcor and the ACC need to come up with a better plan.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118318

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118321

Date: 8/29/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: **Michelle** **Unknown**

Account Name: Michelle Unknown

Home: (000) 000-0000

Street:

Work:

City: Buckeye

CBR:

State: AZ **Zip:**

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket:W-013031-09-0343 and SW-013031-09-0343

From: Util-PublicComment
Sent: Friday, August 29, 2014 7:12 AM
To: Util-PublicComment
Cc.
Subject: Public Comment

Name:Michelle
Date:08292014
Address
Phone:
CityStateZip:Buckeye, AZ
Cell:
Docket:Epcor and wastewater rates
DocketNo:
Utility:Epcor
Position:Pro
Email:

Comments:As a Verrado resiuent we are standing up to the ACC and demanding that you revisit the prices we are paying for wastewater. Our bills are seven times higher than Sun City and we have gone up 600%. This is an OUTRAGE and we need to have EPCOR and the ACC working together to consolidate the districts for a more manageable and FAIR rate.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118321

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118323

Date: 8/29/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Fran Last: Noe

Account Name: Fran Noe

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket:W-013031-09-0343 and SW-013031-09-0343

From: Fran Noe

Sent: Thursday, August 28, 2014 7:45 PM

To: Utilities Div - Mailbox

Subject: AZCentral: Phoenix water company overcharged city \$2.7M, audit claims

Re: 09-0343

Consolidation:

YES

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118323

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118324

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118325

Date: 8/29/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

Complaint By: First: Ron Last: Saleker

Account Name: Ron Saleker

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No: W-01303A-09-0343 & SW013031A-09-0343

From: Util-PublicComment
Sent: Friday, August 29, 2014 12:55 PM
To: Util-PublicComment
Subject: Public Comment

Name: Ron Saleker
Date: 8/29/2014
Address:
Phone:
CityStateZip: Sun City, AZ
Cell:

Docket: EPCOR Waste Water Consolidation
DocketNo: W013031-09-0343, SW13031-09-0343
Utility: EPCOR Water
Position: Con
Email:

Comments: Being on Social Security only I cannot afford this. It comes down to eating or paying yet another increase. If I have to find a way to live within my means, why can't they.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118325

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2014 - 118461

Date: 9/8/2014

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

First:

Last:

Complaint By: Evelyn

Hanson

Account Name: Evelyn Hanson

Home

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09-0343 rate case. In Favor of Complete consolidation

Customer would like to see complete consolidation so there is equal costs amongst all districts.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118461

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118595

Date: 9/12/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Richard

Stewart

Account Name: Richard Stewart

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85181

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, September 05, 2014 1:43 PM
To: Util-PublicComment
Cc:
Subject: PUBLIC COMMENT

Name: Richard Stewart

Date: 09/05/2014

Address:

Phone:

City/State/Zip: Sun City, Arizona 85351

Cell:

Docket: Epcor Waste Water Consolidation

Docket No: W-013031-09-0343

Utility: Epcor

Position: Con

Email:

Comments: You should leave the Sun City area rates as they are now as there are people here who are on a limited income and can not afford to pay higher costs. We do not want to subsidize other districts for their poor planning. Leave well enough alone.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 9/12/2014

Opinion No. 2014 - 118595

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: ()

Fax:)

Priority: Respond Within Five Days

Opinion No. 2014 - 118586

Date: 9/11/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

Complaint By: First: **Bobbie** Last: **Hughes**

Account Name: Bobbie Hughes

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

-----Original Message-----

From: Bobbie Hughes [mailto:]

Sent: Friday, September 05, 2014 8:55 AM

To: Utilities Div - Mailbox

Subject: DOCKET NOS. W-01303A-09-0343 and SW-01303A-09-0343

Public Comment from Sun City Residents--we are senior citizens (ages 76 and 80) who have lived in Sun City since 1994--we are a customer of Epcor Water--we moved to this area for many reasons, but some of the reasons are lower taxes, better trash collection and lower water bills. Most of the Sun City residents are retired, living on fixed income, and their budget is based on past expenses--increasing water bills will mean, for many people, decreasing discretionary spending.

Why should those of us in Sun City now have to pay for water costs for more expensive areas -- the residents of Anthem, Corte Belle, own more luxurious homes and they should have known what costs they were expected to pay when moving into those areas.

We are asking that you please consider the Sun City retirees and do not consolidate the rate structures for all of the Company's wastewater districts.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/11/2014

Opinion No. 2014 - 118586

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118588

Date: 9/11/2014

Complaint Description: 08Q EPCOR
08E Rate Cases Items - In Favor

First:

Last:

Complaint By: Ruth Stephenson

Account Name: Ruth Stephenson

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:**

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Tom & Ruth Stephenson [mailto:
Sent: Friday, September 05, 2014 8:39 AM
To: Utilities Div - Mailbox
Subject: Doc # 09-0343 Water District Consolidation Plan

Corporate Commission Members,

Please consider my comments below concerning the upcoming plan to address the several options in the west valley water districts.

A review of the existing billing structure used in the west valley water districts show some obvious inequities. When adjacent neighborhoods pay nearly \$100 per month difference in waste water rates, the current system needs to be re-evaluated. This need is also re-enforced when you consider future upgrades and replacements that will be surely be needed.

As in any financial project, spreading the cost over a larger billing base just makes sense. This will also allow future improvements to be funded with a minimal effect on individual customers and will "smooth-out" the capital expenditures over time.

As a homeowner in the Agua Fria Water District, please consider my recommendation for complete consolidation of the west valley water districts.

Thank you.

Ruth & Tom Stephenson

Sun City West, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 9/11/2014

Opinion No. 2014 - 118588

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118589

Date: 9/11/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

Complaint By: First: Gordon Last: Budnick

Account Name: Gordon & Cheryl Budnick

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR: €

State: AZ Zip:

is: Cellular

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: ()

Nature of Complaint:

From: Util-PublicComment
Sent: Friday, September 05, 2014 11:31 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Gordon Budnick and Cheryl Budnick

Date: September 5/14

Address:

Phone:

CityStateZip: Sun City, Arizona 85373

Cell: €

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343

Utility: EPCOR

Position: Con

Email

Comments: This is also regarding Docket Number WSW--01303-09-0343. An increase of this huge amount is devastating and totally unfair.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/11/2014

Opinion No. 2014 - 118589

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: () () () () () ()

Fax: () () () () () ()

Priority: Respond Within Five Days

Opinion No. 2014 - 118590

Date: 9/11/2014

Complaint Description: 08Q EPCOR
08A Rate Case Items - Opposed

Complaint By: First: James Last: Nickle

Account Name: James & Carol Nickle

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: () () () () () ()

Nature of Complaint:

From: NICKLE JAMES [mailto:]
Sent: Friday, September 05, 2014 11:18 AM
To: Utilities Div - Mailbox
Subject: DOCKET # 09-0343 Waste Water Issue

To Whom It May Concern

I would like to bring to you attention the unfair schedule of rates that consumers in Corte Bella a subdivision of Sun City West is forced to pay for waste water.

During the time period from July 15, 2014 through August 20, 2014 we were away from our residence. The only water usage was for our irrigation and pool which amounted to a combined invoice of \$180.08. Of that amount \$106.46 was for waste water and obviously not utilizing the waste water system.

I inquired about putting a separate meter on my irrigation and pool water system to avoid the increasing high waste water charges. I was informed by Epcor that this would entail the cost of another meter, as well as another monthly basic water meter charge which is currently \$22.61, another monthly basic sewer service charge which is currently \$57.36 and who knows what other charges this might entail. By the time you add the cost of separating the irrigation and pool from your true waste water charges Epcor has forced consumers to continue to pay their exorbitant rates. Currently there is another rate increase scheduled for January 2015.

I have attached a copy of my September 4, 2014 invoice for your information and review. Thank you for the opportunity to present some information that may help provide some relief to the consumers that have been forced to pay these exorbitant rates.

Sincerely,

James & Carol Nickle

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sun City West, AZ

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/11/2014

Opinion No. 2014 - 118590
