

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



0000156983

ARIZONA CORPORATION COMMISSION

To: Docket Control

10/24/2014

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

Please docket the attached 48 customer comments in opposition to consolidation in the above filed case.

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

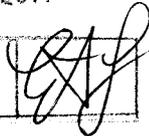
Filed by: Utilities Division – Consumer Services

ORIGINAL

Arizona Corporation Commission

DOCKETED

OCT 27 2014

DOCKETED BY 

RECEIVED
2014 OCT 27 A 9:30
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: _____ Phone: _____ Fax: _____

Priority: Respond Within Five Days

Opinion No. 2014 - 118891 Date: 9/24/2014

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

Complaint By: First: Stephen Last: Byrd

Account Name: Stephen Byrd Home:

Street: _____ Work:

City: Sun City West CBR:

State: AZ Zip: _____ is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: _____ Contact Phone: _____

Nature of Complaint:

DOCKET# W-01303A-09-0343 SW01303A-09-0343 OPPOSE

We should NOT be paying for other communities water & sewer! They knew what they were buying into, or were too ignorant to look what their ongoing costs were going to be.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/24/14 DOCKETED

CLOSE
End of Comments

Date Completed: 9/24/2014

Opinion No. 2014 - 118891

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119345

Date: 10/20/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: John Jesinski

Account Name: John Frank Jesinski

Home:

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: :

is: Cellular

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Thursday, October 16, 2014 4:05 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:John Frank Jesinski

Date:10-16-2014

Address

Phone:

CityStateZip:Sun City West. Az.

Cell

Docket:Wastewater Rate Design Examination

DocketNo:SW-01303A-09-0343

Utility:EPCOR

Position:Con

Email il.com

Comments:Dear Commissioners, Mr. Burns, Bitter Smith, Pierce, Stump, MS. Burns. My wife and I are bitterly opposed to the consolidation of all EPCOR wastewater districts. In our opinion, the Aqua Fria District originally wanted their own rate schedule but now they find that it is costing them more than they anticipated. Based on the average annual household income differences of the Aqua Fria residents and the Sun City/Sun City West residents, the Sun City/Sun City West residents would have a harder time absorbing the higher "consolidation rate". We are on fixed incomes that are much lower than the Aqua Fria younger residents (many still working.) My wife and I do not want to be lumped together with them. Sun City/Sun City West always has been able to support ourselves and we desire to continue that independence. Let the Aqua Fria and Anthem District reunite but keep us separate. Thank you for your consideration for our position on this matter. Sincerely, John Jesinski
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:

Opinion No. 2014 - 119345

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119189

Date: 10/8/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Pamela

Trapeur

Account Name: Pamela Trapeur

Home:

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:

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

Customer sent the following -

Dear Members of the Arizona Corporate Commission:

As a resident of Sun City, I would like to express my strong opposition to water and waste water increases proposed by EPCOR.

I also want to go on record as opposing the so-called SIB-System Improvement Benefits and Adjuster Mechanisms. While infrastructure improvements are required along the way, I am disturbed about the possibility of sky-rocketing costs to homeowners, and I urge you to reject this proposal. Furthermore, I am steadfastly opposed to being consolidated with other water districts.

To my way of thinking, all of this adds up to extremely large increases in water and waste water rates over the next few years. My husband and I moved to Sun City in 2013. He passed away in June of 2014 and I am now on my own and on a tighter fixed income. I have heard that in the recent past, there were already some hefty increases in water rates. I am relying on the Arizona Corporate Commission to take prudent steps to rein-in what could be a burdensome added expense for homeowners in Sun City.

I am depending on you.

Sincerely,
Pamela Trapeur
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/8/2014

Opinion No. 2014 - 119189

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you for listening.

Respectfully yours,
Fred and Sherri Yates
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 10/7/2014

Opinion No. 2014 - 119179

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119218

Date: 10/9/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: George

Ehmer

Account Name: George Ehmer

Home:

Street:

Work: (000) 000-0000

City: Youngtown

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKETS# W-01303A-09-0343 AND WS-01303A-09-0343

Customer is adamantly opposed to consolidation of the water districts. Customer is telling the Commissioner if they value their jobs they will vote no on consolidation. Customer states that he is prepared to go door to door to get the residents of Sun City to vote against anyone that votes yes on consolidation.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 10/9/2014

Opinion No. 2014 - 119218

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2014 - 119194

Date: 10/8/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Linda Last: True

Account Name: Linda True

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

EPCOR 09 CASES OPPOSED TO CONSOLIDATION
10/8

Caller is in opposition of consolidation

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 10/8/2014

Opinion No. 2014 - 119194

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: 602-944-3344

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119012

Date: 9/30/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Edward Last: Pullan

Account Name: Edward Pullan

Home:

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: s

Contact Phone:

Nature of Complaint:

EPCOR 09 CASE OPPOSED

9/30

Caller is opposed to consolidation

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 9/30/2014

Opinion No. 2014 - 119012

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2014 - 118626

Date: 9/12/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: **First:** Gary **Last:** Davis

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: Karl Wilkins **Contact Phone:** (623) 815-3109

Nature of Complaint:

EPCOR 09 RATE CASE OPPOSED

From: Gary [mailto:g...@azcc.gov]
Sent: Tuesday, September 09, 2014 3:26 PM
To: Bob Stump; gpiecrce@azcc.gov; Susan Bitter Smith; Brenda Burns; Bob Burns
Cc: Utilities Div - Mailbox
Subject: Docket numbers SW-01303A-09-0343 for the wastewater case and WS-01303A-14-0010

To: Bob Stump, Chair
Gary Pierce
Susan Bitter Smith
Brenda Burns
Bob Burns

Good morning :

To start off I am against this action, I have a home in Sun City and the main reason I have it in Sun City is direct related to my retirement living expenses as it's a fixed Income , Granted I am only 1 person but I also am speaking for the thousands of my neighbors who also are on fixed incomes and are unable to inform you in person or Email , THAT Being said We do not want or approve of this expansion / consolidation and cost increase and need your help to reject it

I have seen so many city , county , power and water places increase prices due to a board approving a merger or a small increase that it has hurt people trying to get buy ...but we retired or soon to be retired do not need to be priced out of retirement. We need to eat healthy and buy medications and support our families and community not pay for increased water costs and be driven to only eat beans. I have lived in a not so nice over

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

priced non caring Government and this is one big reason I am bring my and my wife's retirement \$\$ To AZ (Sun City) and telling others to move to it alsowe need to keep the cost of living down along with the price of all utilities.

Your actions will Affect so many lives please do the right thing for us retired or soon to be retired and for yourselves in the future

Please don't let EPCOR Water do this to us ..NO consolidation

Please don't let EPCOR Water do this to us ..NO consolidation

Thank you
Gary Davis

Sun City Az
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Date Completed: 10/1/2014

Opinion No. 2014 - 118626

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

question is why has the Corporation Commission decided that now is a good time to equalize the waste water rates of these five districts? Could it have anything to do with the Corporation Commission elections next month?

As a Sun City resident, I find the current proposal to consolidate five different waste water districts and equalize their current rates by doubling Sun City's waste water rates to be totally unacceptable. The residents of Sun City are being asked to shoulder a burden created by the Corporation Commission, Arizona American Water, and EPCOR.

The Corporation Commission has failed to exercise it's fiduciary responsibility to Arizona America Water, now EPCOR's, customers. The Commission is receiving complaints from customers paying the exorbitant waste water rates and finds itself backed into a corner of its own making. Asking EPCOR to submit the proposal for remedying the situation is one more step the Corporation Commission has taken to distance itself from its responsibility.

It's time for the Corporation Commission to take a hard look in the mirror and acknowledge that this inequity is largely of their own creation. There are consequences to the Commission's actions. Sometimes it takes a while for them to appear, but as in this case the consequences do eventually come home to roost.

The Commissioners need to stand up, admit they've made mistakes, and look for an equitable solution for the districts being overcharged. A solution that does not look to other EPCOR districts to make up the shortfall that will be created by addressing the mistakes made when setting exorbitant water waste rates for the smaller districts.

It's pretty obvious the Corporation Commission is most interested in EPCOR's best interests. It wouldn't surprise me at all if EPCOR was given a wink and a promise in 2011 that within two or three years after the sale, they would be able to expect waste water district consolidation to be approved. EPCOR might have also been promised water rate increases and SIB surcharges such as those discussed in Docket W-01303A-14-0010 when they purchased American Water.

Citizens don't have a choice of water utilities. We have to rely on the Corporation Commission to make well thought out decisions that protect our wallets. We are not the proverbial cash cows who can crack open more golden eggs to pay for your fiscal irresponsibility.

I look forward to an announcement from the Corporation Commission in the very near future that states the proposal to reduce the waste water rates in several districts by raising the waste water rates in Sun City has been discarded and other ways of rectifying the situation are being researched.

Thank you for the opportunity to comment.

Sincerely,

La Verne M. Porsche
Sun City, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 10/6/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

CHECK).

Thank you for your help in stopping this unjust action against Sun City and Sun City West.

Mary Pongracz
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/6/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 10/6/2014

Opinion No. 2014 - 119109

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118985

Date: 9/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: F. T.

McLean

Account Name: F. T. McLean

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip:

is:

Utility Company. EPCOR Water *AAWC

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-13-0303A-09-0343 *****

Customer sent the following -

Dear Arizona Corporation Commissioners:

I would like to go on record in opposition to Epcor's proposal for consolidation of wastewater/water districts.

It appears to me from following this matter that the Sun City and Sun City West districts are adequately financed for both near term and long term through the current system and I am unconvinced that if Epcor was receiving too much revenue under the current contracts they would willingly call attention to that fact and propose a rate reduction. Let the current system stand for the Sun City and Sun City West communities.

In so far as the separate districts of Anthem, Agua Fria and Mohave, the home demographics are so vastly different in these areas, size of household, schools and other public facilities, etc., that any consolidation could only be viewed as taxing older communities to subsidize younger communities.

Thank you for your consideration.

F.T. McLean

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 9/30/2014

Opinion No. 2014 - 118985

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2014 - 118990

Date: 9/29/2014

Complaint Description:

08Q EPCOR

08G Consolidation - Opposed

First:

Last:

Complaint By:

Judy

Palmer

Account Name:

Judy Palmer

Home:

Street:

Work:

City:

Sun City

CBR:

State:

AZ

Zip:

is:

Utility Company.

EPCOR Water *AAWC

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-13-0303A-09-0343 *****

Customer sent the following -

I oppose the increases in water and wastewater. Sun City is a retirement community - most moved here to be able to live affordably. Please no consolidation.

Judy Palmer

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 9/30/2014

Opinion No. 2014 - 118990

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118991 Date: 9/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Nancy Last: Gallagher

Account Name: Nancy Gallagher Home:

Street: Work:

City: Sun City CBR:

State: AZ Zip: 85351 is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: Karl Wilkins Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-13-0303A-09-0343 *****

Customer sent the following -

This has been addressed before, why is even being brought up again? The consolidation is not evenly distributed among districts. No, to the recommendation for the rate hike.

We are residents of Az please stand up for us.

Nancy Gallagher
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 9/30/2014

Opinion No. 2014 - 118991

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118989

Date: 9/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: John and Carla

Dykema

Account Name: John and Carla Dykema

Home:

Street:

Work:

City: Sun City

CBR

State: AZ Zip: 85351

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-13-0303A-09-0343 *****

Customer sent the following -

We are expressing our concern on the consolidation issue in the EPCOR water service areas. (Docket numbers SW-01303A-09-0343 and WS-01303A-14-0010)

We live in Sun City, a retirement community, where income is lower than the general working population. The proposed rates under consolidation would be a hardship for many residents of our community.

We are NOT in favor of consolidation.

Thank you,

John Dykema
Carla Dykema
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118989

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118901

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2014 - 118805 Date: 9/22/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Patricia** **Campbell**

Account Name: Patricia Campbell 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 # SW-01303A-09-0343

From: patricia campbel

Sent: Wednesday, September 10, 2014 12:35 PM

To: Bob Stump; Gary Pierce; Susan Bitter Smith; Brenda Burns; Bob Burns; Utilities Div - Mailbox

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

This is in regard to your fair and correct representation of
Sun City Residents.

We are and have been opposed to water consolidation for years. This is not new. You are our Commissioners
and are to represent US, not EPCOR Water. Please do the job you were elected to do.

Edward and Patricia Campbell

Sun City, Arizona

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/22

Emailed both docket numbers separately to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/22/2014

Opinion No. 2014 - 118805

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118822

Date: 9/23/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: B. Schaffer

Account Name: B. Schaffer

Home: (000) 000-0000

Street: n/a

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: B. Schaffer
Sent: Tuesday, September 23, 2014 10:17 AM
To: Utilities Div - Mailbox
Subject: EPCOR/SCW

Re: EPCOR Wastewater Rate Design Examination

The waste water rates for Sun City West, AZ should not be averaged with other communities.

I am a widow and live alone. As EPCOR is a "for profit" company, I do not feel I am obligated to subsidize the water for houses with adults and children. The water consumption of these homes is considerable more than mine.

I use the dishwasher once every 4 or 5 days, wash 5 loads of laundry per month, take 1 bath and 1 shower per week, and flush my toilet approximately 6 times in a 24 hour period.

Probably the majority of the water I use is for landscaping, and that water doesn't run into my sewer.

Thank you for reading this.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 9/23/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118822

W-01303A-09-0343
8W-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2014 - 118816

Date: 9/23/2014

Complaint Description:

08Q EPCOR

08G Consolidation - Opposed

First:

Last:

Complaint By:

Barbara

Woods

Account Name:

Barbara Woods

Home:

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 DOCKET# W-013031-09-0343
SW-013031-09-0343

Sept 16-14

My name is Barbara Woods from
consideration.

Sun City, Az

and I am against complete

Of W-013031-09-0343
SW-013031-09-0343

The two EPCOR dockets. This must be stopped.

Sincerely,
Barbara Woods

*End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/23/14 DOCKETED

CLOSED

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 9/23/2014

Opinion No. 2014 - 118816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax: (000) 000-0000

Priority: Respond Within Five Days

Opinion No. 2014 - 118855 Date: 9/24/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: **Linda** **Wilson**

Account Name: Linda Wilson Home: (000) 000-0000

Street: unknown Work: (000) 000-0000

City: Sun City CBR:

State: AZ Zi: is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name: Contact Phone.

Nature of Complaint:

DOCKETS : SW-01303A-09-0343, W-01303A-09-0343

From: Linda Wilson

Sent: Tuesday, September 23, 2014 9:23 PM

To: RBurns-Web; Stump-Web; Burns-Web; Pierce-Web; BitterSmith-Web

Cc: Utilities Div - Mailbox

Subject: Subject: Docket # WS-01303A-14-0010: SW-01303A-09-0343, Wastewater Design Examination - Opposed !!!

To thee commissioners:

My opinion is NO Consolidation of any type or form for the EPCOR water issue - be it "waste water and/or water case issue.

We are Sun City - an older established area from the 1960's - and we do not wish to help out others who have newer and current residential water issue problems - -

To the commissioners - -

I find it very difficult to figure how you would even entertain such a thought as to have Sun City Residents pay up to 89% more on this water rate !! If you commissioners allow this to happen with our age restricted - retirement community (and I might add - most folks living here are in their 80's- 90's - even older - do not even own a computer - to help vote and/or defend themselves with this possible rate increase that EPCOR wants to do !) This is a Perfect Opportunity to call this a RAPE CASE - of Sun City - not a rate case !!

My thoughts almost want to say - do some investigation of why and or what is behind all of this "nonsense" - to make us pay that 89% more - - I would wonder that the entire issue be investigated ! We vote you commissioners in - -we expect a fair and honest reaction and vote on issues such as this - EPCOR Water Issue - to Not make Sun City pay for other areas !

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

This consolidation would cause an unfair hardship to the residents of Sun City. 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. Sun City paid for the building of its own sewer system many years ago. Since that time, many communities have been added.

NO Consolidation of any type or form for the EPCOR water issue

Thank You, L Wilson - Sun City - -
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/24/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 9/24/2014

Opinion No. 2014 - 118855

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 9/24/2014

Opinion No. 2014 - 118873

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118907 Date: 9/25/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: William H. Last: Williams

Account Name: William H. Williams 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 number: W-01303A-09-0343 & SW-01303A-09-0343

From: Bill
Sent: Wednesday, September 10, 2014 7:20 AM
To: Jan Johnson
Cc: Bob Stump; Gary Pierce; Susan Bitter Smith; Brenda Burns; Bob Burns; Utilities Div - Mailbox
Subject: Re: Epicor and Sun City

On Sep 9, 2014, at 9:25 PM, Janis Johnson wrote:

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

Sincerely,
William H Williams

| | | |
|--------------------|-----------------------|--------------|
| Bob Stump, Chair | bstump@azcc.gov | 602-542-3935 |
| Gary Pierce | gpierce@azcc.gov | 602-542-3933 |
| Susan Bitter Smith | sbittersmith@azcc.gov | 602-542-3625 |
| Brenda Burns | bburns@azcc.gov | 602-542-0745 |
| Bob Burns | rburns@azcc.gov | 602-542-3682 |

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

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

9/25

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 9/25/2014

Opinion No. 2014 - 118907

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118828

Date: 9/23/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Merl & Malinda Case

Account Name: . 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: Contact Phone:

Nature of Complaint:

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

From: merl case

Sent: Friday, September 19, 2014 2:24 PM

To: Bob Stump; Gary Pierce; sbittersmith@azcc.com; Brenda Burns; Bob Burns

Subject: SW01303A-09-0343; WS-01303A-14-0010

Ladies and Gentlemen:

As long time family residents--over 50 years--of Sun City, we urge your negative vote on the issue of consolidation, SIB and adjuster mechanisms in EPCOR water and waste water cases. It is a matter of being fair. Sincerely yours, Merl and Malinda Case, on Agua Fria, in Sun City

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: 9/25/2014

Opinion No. 2014 - 118828

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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.

Thank You,
Linda Wilson
Zip code -
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: 9/25/2014

Opinion No. 2014 - 118827

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118826

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118825

Date: 9/23/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Jean Goncalves

Account Name: .

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 00000

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: jeannieg@cox.net
Sent: Saturday, September 20, 2014 3:10 PM
To: Bob Burns
Cc: Utilities Div - Mailbox
Subject: Epcor Water

Dear Mr Burns,

Please do not vote for EPCOR's plan to consolidate districts to pay for wastewater projects. We here in SCW are seniors on fixed incomes and the additional costs will be a hardship to many. Thank you for your consideration in this matter.

--

Jean Goncalves,
End of Complaint

SCW

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: 9/25/2014

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118832

Date: 9/23/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Helen

Tomich

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

Name: helen tomich

Date: 9-22-14

Address:

Phone:

CityStateZip: sun city, AZ

Cell:

Docket: Wastewater Rate Design Examination

DocketNo: Docket No. W-01303A-09-0343; SW-0303A-0-0343,

Utility: EPCOR

Position: Con

Email:

Comments:

Including Sun City in the consolidation of water companies owned by EPCOR makes no more sense today than it did a few years ago when Arizona Water Company tried it. The 89% increase in rates will negatively effect Sun Citians. For some it may mean the difference between paying that bill and being able to eat or buy necessary medications. PLEASE SAY NO TO EPCOR!

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: 9/25/2014

Opinion No. 2014 - 118832

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118831

Date: 9/23/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Alice

Yates

Account Name:

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

From: Alice Yates

Sent: Monday, September 22, 2014 1:29 PM

To: Bob Stump; Gary Pierce; Susan Bitter Smith; Brenda Burns; Bob Burns

Cc: Utilities Div - Mailbox

Subject: Opposed to EPCOR/Sun City water/wastewater cases

Dear Commissioners:

I am writing to express my opposition to the proposed EPCOR water/waste water cases and consolidation and it's potential impact to Sun City. Reference:

Docket SW-01303A-09-0343 (vote NO) wastewater case
Docket WS-01303A-14-0010 (vote NO) water case

Thank you.

Alice Yates

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: 9/25/2014

Opinion No. 2014 - 118831

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118870

Date: 9/24/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Tom Seymour

Account Name: Tom Seymour

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

Caller will be moving into the Sun City area in October. He received information about the 87% rate increase that EPCOR is requesting. The notice also had information regarding consolidation of the EPCOR systems. He is totally opposed to consolidation. He disagrees with the 9.3 million that the company states that it needs to improve the system. It also shows that 31.8 million will be needed in 5 years.

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: 9/25/2014

Opinion No. 2014 - 118870

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

who are supposed to protect the people, are granting legal larceny!

4. Not only is EPCOR requesting a wastewater increase, but also approximately \$3.82 per month for water PLUS another \$3.80 per month for SIB, commonly referred to as "infrastructure." Simply put, SIB actually rewards EPCOR (and other utilities, for that matter) for failing to do maintenance and making necessary improvements - the worse they manage their infrastructure, the bigger the increase request!

5. SIB is a transparent attempt to increase profitability, in that EPCOR is required by law to provide safe and sufficient water to its customers. Threatening that the water system may be inadequate or fail is a blatant scare tactic. As Commissioners, you should act in a just manner, and ignore this specious argument.

6. Finally, these requests also include Adjuster Mechanisms. As I understand Adjuster Mechanisms, they allow rates to go up between rate cases as utility companies want to be protected for declining usage and other unfavorable factors. The trouble is that the rate does not ever go down if there is an increase in usage. What a boon for profits!! If usage declines, they make as much or more money; if usage increases, they make even more! There is nothing fair or just for the customer, is there? Such practices certainly do not support conservation either.

7. In addition, some of the adjuster mechanisms are not appropriate, such as tank maintenance expenses or employee health care costs - operating costs controllable by the corporation. Again, lazy management improves profitability.

The more I have learned about these two Docket Items brought by EPCOR Water, the more strongly I have come to oppose them. It's not just about my own pocketbook, though that would surely suffer considerable damage. It's about a company trying to take us, its customers, for all it can get, without regard to good management practices, cost containment, or the service they are expected to provide as a matter of law.

I urge you not to become their accomplices.

Sincerely,
Deborah G. Williams

Sun City, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/25
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 9/26/2014

Opinion No. 2014 - 118895

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118237

Date: 8/28/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Diana Last: Berry

Account Name: Diana Berry

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

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

Customer sent the following -

To my Commissioners:

I am vehemently opposed to the consolidation of rates that Epcor Water Company has proposed. I would like to know whose idea this was. And I certainly hope that the Arizona Corporation Commission, whose members I voted for, will not allow this robbery of the Sun City people. Sun City built and paid for its sewer system many years ago. Why would anyone think we should pay for other people's systems? That's crazy.

Why the discrepancy in rates? Perhaps newer communities like Agua Fria and Anthem are paying more now to reimburse the utility companies for their infrastructure? I can't think of any logical reason why I should pay for the infrastructure in these towns. Sun City is being threatened with having to subsidize these newer areas. This is rob from the poor..... give to the rich. Robin Hood reversed.

I remember how utilities used to be reimbursed for connections in other communities. Houses with septic systems were required to pay for the hookup to the city water services when they became available. It was mandatory. Each homeowner was responsible for the cost to connect his own home. Other people didn't pay. The homeowner who benefitted....he paid. Therefore, one had to be careful when purchasing a home with a septic system. Those hookups were very expensive and affected the purchase price. The same concept was used for electricity. When rural communities who had not previously had electricity wished to hook up to the grid, each homeowner who hooked in had to pay for that connection. I never heard of anyone else being ordered to pay for a service that benefitted someone other than himself. So when Anthem and Agua Fria were built, the infrastructure should have been paid for at that time, probably by the developer or the purchaser. But not by me!

We are a retirement community. Our incomes are fixed. We moved here because we could afford to live here. I

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

know the water company would find this an convenient solution to their problem of different rates. I don't feel sorry for them, however. They bought the water company knowing they could make a good profit, even with the multi-tiered rate system. Let them find another way.

Diana Berry
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 9/29/2014

Opinion No. 2014 - 118237

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117753

Date: 8/18/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: George

Pongracz

Account Name: George Pongracz

Home:

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:

***** W-01303A-090-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

The above-referenced dockets, if granted by the Corporation Commission, would be totally unfair and unjust in addition to creating a financial hardship on the citizens of Sun City and Sun City West.

It would be like giving Epcor a blank check without any requirement for them to do some cost cutting. I say upper managements' salaries should be looked at and if Epcor really needs help financially, the top level executives should be willing to perhaps take a cut in salary and definitely have a freeze on executive level salary increases. Most organizations do work on cutting expenses when there is a financial need.

The various areas should NOT be combined - that is unfair. The retirees (living on fixed incomes) would have an exorbitant increase of 90% to help defray the water expense of the working communities involved.

When the homes in the retirement communities were built, the infrastructure expense was included in the homes' price. The newer areas did not do this - why should the retirement communities (living on fixed incomes) have to foot this bill?

Epcor is looking to expand and wants to consolidate and put the expenses on its existing customer base by consolidating. This is very unfair. The retirement communities of Sun City and Sun City West do NOT merit this and you should vote AGAINST CONSOLIDATION and ALSO AGAINST APPROVING ALL THE REQUESTED RAISES ESPECIALLY AGAINST THE SIB AS STATED (THE WORDING IS LIKE GIVING EPCOR A BLANK CHECK).

Thank you for your help in stopping this unjust action against Sun City and Sun City West.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

George Pongracz
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 9/29/2014

Opinion No. 2014 - 117753

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117755

Date: 8/18/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Frank E. Last: Ciccone

Account Name: Frank E. Ciccone

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

***** W-01303A-090-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

This is not fair.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 9/29/2014

Opinion No. 2014 - 117755

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117756

Date: 8/18/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: George

Webster

Account Name: George Webster

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

***** W-01303A-090-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

I am opposed to consolidation of Sun City with other districts for waste water rates. I am opposed to SIB's.

George Webster
Sun City, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 9/29/2014

Opinion No. 2014 - 117756

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118858

Date: 9/24/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Jane Mohn

Account Name: Jane E. Mohn

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 CASE Sun City OPPOSED

From: Util-PublicComment
Sent: Thursday, September 18, 2014 10:15 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Jane E. Mohn
Date: 09-18-14
Address
Phone
CityStateZip: Sun City, AZ
Cell:
Docket: wastewater case
DocketNo: SW-01303A-09-0343
Utility: Epcore Water
Position: Con
Email

Comments: I attended the Sun City meeting on this same subject a couple of years ago. Reread the petitioners documentation presented in person one after the other at the podium in Sun City on that occasion which still stands on its merits. It is curious the Commissioners are not strong enough to do their duty knowing the overwhelming unfairness of this effort by Epcore. Docket SW-01303A-09-0343 Wastewater Case I vote NO! Docket WS-01303A-14-0010 Water Case I vote NO! and SO SHOULD YOU!

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 9/24/2014

Opinion No. 2014 - 118858

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118853

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 9/23/2014

Opinion No. 2014 - 118851

WS. 01303A. 09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118848

Date: 9/23/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Linda Last: Gurrie

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: (623) 815-3109

Nature of Complaint:

EPCOR 09 RATE CASE OPPOSED SW-01303A-09-0343 W-01303A-09-0343

From: Gurrie, Linda [mailto:
Sent: Thursday, September 18, 2014 8:22 AM
Cc: Utilities Div - Mailbox
Subject: Docket #SW-01303A-09-0343 (Waste Water) and WS-01303A-14-0010 (Water)

Dear Commissioner,

I oppose consolidation, SIB and Adjuster Mechanisms in the Epcor water & wastewater rate cases. Leave Sun City as it is. I do not feel I should have to pay 89% more in my wastewater water bill or to be consolidated with a town that is 30 miles away. Please leave Sun City alone!

Thank you.

Sincerely,

Linda & Phil Gurrie

Sun City, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed and second opinion docketed in 14-0010 rate case.

End of Comments

Date Completed: 9/23/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118848

SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119019

Date: 9/30/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By:

Helen

Koppel

Account Name:

Helen Koppel

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Sun City

CBR: 3

State:

AZ Zip.

is: E-Mail

Utility Company. **EPCOR Sewer *AAWC**

Division:

sewer

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED SW-01303A-09-0343

From: Helen Koppel
Sent: Thursday, September 25, 2014 9:16 AM
To: Bob Stump; Gary Pierce; Bob Burns; Susan Bitter Smith; Brenda Burns
Cc: Utilities Div - Mailbox
Subject: Waste/water Sun City

Dear Commissioners:

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

This letter is written in protest to the consolidation of other water districts with Sun City.

Sun City is an age-related community. As such the population of Sun City comprises of residents who are retired and quite often on a low income. We have residents who need to decide whether to purchase medicine or groceries.

Sun City has always looked after its own property and it's up to the other water districts to look after its own property.

Sincerely,

Helen Koppel

Sun City, AZ
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

9/30/14 DOCKETED CLOSED

SECOND OPINION FOR WS-01303A-14-0010 ALSO FILED NO. 119020

End of Comments

Date Completed: 9/30/2014

Opinion No. 2014 - 119019

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: _____

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2014 - 118682

Date: 9/16/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Janis

Johnson

Account Name: Janis Johnson

Home: (000) 000-0000

Street:

Work:

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 numbers: SW-01303A-09-0343 f

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

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

Sincerely,
Janis R Johnson

Sun City, AZ

Bob Stump, Chair bstump@azcc.gov 602-542-3935
Gary Pierce gpierce@azcc.gov 602-542-3933
Susan Bitter Smith sbittersmith@azcc.gov 602-542-3625
Brenda Burns bburns@azcc.gov 602-542-0745
Bob Burns rburns@azcc.gov 602-542-3682

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

End of Complaint

Utilities' Response:

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator's Comments and Disposition:

10/01
Emailed to the Phoenix office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 10/1/2014

Opinion No. 2014 - 118682

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118802 Date: 9/22/2014

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

Complaint By: First: m/e/p Last: Engineering

Account Name: m/e/p Engineering Home: (000) 000-0000

Street: email 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 number: SW-01303A-09-0343

From: m/e/p Engineering [mailto:r
Sent: Wednesday, September 10, 2014 11:20 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:

9/22/14
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 10/1/2014

Opinion No. 2014 - 118802

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: : **Phone:** **Fax:**

Priority: Respond Within Five Days

Opinion No. 2014 - 118755 **Date:** 9/18/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

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:**

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

Docket number: W-01303A-09-0343

From: Dottie [mailto:
Sent: Tuesday, September 09, 2014 4:55 PM
To: Bob Burns
Cc: Utilities Div - Mailbox
Subject: SW-01303A-09-0343 and WS-01303A-14-0010

As a resident of Sun City, we 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:

10/01

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 10/1/2014

Opinion No. 2014 - 118755

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119099

Date: 10/6/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Michael

McGovern

Account Name: Michael McGovern

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: R

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone

Nature of Complaint:

OPPOSED DOCKET Nos. W-01303A-09-0343 SW-01303A-09-0343

From: Util-PublicComment
Sent: Saturday, September 27, 2014 12:20 PM
To: Util-PublicComment
Cc
Subject: Public Comment

Name: Michael McGovern

Date: 09/27/14

Address:

Phone

CityStateZip: Sun City Az

Cell:

Docket: Consolidation of EPCOR wastewater districts

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

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:

10/6/14 DOCKETED CLOSED

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/6/2014

Opinion No. 2014 - 119099

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119162

Date: 10/7/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Norbert J

Murphy

Account Name: Norbert J Murphy

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:

OPPOSED TO CONSOLIDATION DOCKET NO. W-01303A-09-0343 and SW-01303A-09-0343

Sept. 29, 2014
Arizona Corporation Commission
Consumer Devices

Phoenix, Arizona

Subject: Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Dear Corporation Commission Members,

RECEIVED
OCT 0 12014
AZCORPCOMM Director- Utilities

I am a customer of EPCOR WATER and wish to object to any consolidation of the private utility company's wastewater districts. Because of the way it will transfer higher costs to customers like me who are currently paying less. Give this consideration -- when an individual buys a house we make a determination based on what expenses our budgeted dollars can afford. Those expenses consider inclusion of mortgage payments, taxes, food, medical expenses, utility costs, water and wastewater costs, phone service etc. along with consideration for some minor increases every couple of years. That determines the community where we can afford to live and the style and/or size of house we can afford to buy. That is the same decision process the homeowners for the other higher cost waste water districts should have made. Don't try to force their higher costs into my carefully planned budget. I never agreed to that extra expense in my budget.

I don't know why some districts have a higher base costs. Perhaps it's because of the water companies infrastructure costs in order to both supply and treat wastewater to those areas. Perhaps the water company was envisioning a larger housing growth development for those areas and it never materialized and they ended with a

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

more expensive water treatment facility. If that's the case that was a poor business decision on their part and it's higher costs shouldn't be passed down to the current customers.

This is a typical example of what you are attempting to do with this suggested consolidation review:....{Two groups of people buy new cars. One group buys Fords while the other group buys Cadillac's. They all put \$20,000.00 down payments on the cars and take out car loans for the balance of the car costs. All of a sudden the loan companies decide it's unfair that the Cadillac owners have to pay so much more. They then decide to average out the loan dollar costs across the two groups. That of course will raise the loan dollar cost for the Ford owners, while reducing the loan dollar costs for the Cadillac owners. That is an unjust proposal and should be rejected}. The same holds true for the proposal for consolidation of the private utility company's wastewater districts.

I didn't buy my house with the intent of paying for somebody else's problem. All situations are not created equal and therefore must be treated separately.

Yours truly

Norbert J. Murphy i/ f

Sun City West, Az.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/7/14 DOCKETED CLOSED
End of Comments

Date Completed: 10/7/2014

Opinion No. 2014 - 119162

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119207

Date: 10/9/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Thomas J Kuhn

Account Name: Thomas J Kuhn

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:

CORRESPONDENCE OPPOSED TO CONSOLIDATION DOCKET NO. SW-01303A-09-0343

Thomas J. Kuhn

Sun City, Arizona

September 26, 2014

Arizona Corporation Commission
1200 W. Washington St., second floor
Phoenix, Az 85007

Ref: SW-01303A-09-0343 [wastewater issue]
WS-01303A-14-0010 [potable water issue]

I am a Sun City resident homeowner opposed to EPCOR Water Arizona's proposed scheme to consolidate five wastewater disposal districts-a proposal that would increase Sun City rates by 89 percent.

Additional, I appeal to the commission to limit EPCOR to an increase of its Sun City water rate to a percentage not to exceed the federal inflation rate of about 1.5 percent.

It's the core responsibility and duty of the Arizona Corporation Commission to protect consumers from rapacious utilities such as EPCOR. A majority of Sun City homeowners have risen against EPCOR's exorbitant wastewater and potable water proposals, really, for the second time. Make it clear to EPCOR this time that district consolidation involving Sun City is forever off the table.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thomas J. Kuhn

Sun City, Az
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/9/14 DOCKETED CLOSED

OPINION NO. 119208 FILED AND DOCKETED FOR WS-01303A-14-0010

End of Comments

Date Completed: 10/9/2014

Opinion No. 2014 - 119207

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119211

Date: 10/9/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Patricia

Weber

Account Name: Patricia Weber

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: N/A

CBR:

State: AZ Zip: N/A

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED TO CONSOLIDATION DOCKET NO. SW-01303A-09-0343

From: PATRICIA WEBER
Sent: Wednesday, October 01, 2014 4:25 PM
To: Bob Stump; Gary Pierce; Susan Bitter Smith; Brenda Burns; Bob Burns
Cc: Utilities Div - Mailbox
Subject: DOCKET NUMBERS SW-01303A-09-0343 AND WS-01303A-14-0010

DEAR COMMISSIONER:

DOCKET NUMBERS SW-01303A-09-0343 AND WS-01303A-14-0010

I have never written to a politician before but with this upcoming (very unfair) water price raise situation lurking, I feel I must present my worries. I live on a small fixed income and try each month not to exceed what I have; which means, no luxuries -- just the necessities. If the price of my water is raised it will take away from what I have to spend on food, insurance, auto expenses and my excessive medical bills. This would indeed create a financial hardship for me and the many, many other residents of Sun City.

If the Epcor company cannot afford to continue supplying my water for the cost that I have been paying them, perhaps THEY should cut expenses from their upper management salaries and benefits and learn to live within their means, the way I have had to for years.

It is very unfair to combine Sun City, who already paid for the infrastructure expense when their water system was established, with cities who did not do that. Now WE are supposed to foot the bill for their benefit. Let us take care of our own area and not be burdened with other cities expenses.

I ask you to please vote AGAINST CONSOLIDATION and also against approving all the requested raises ESPECIALLY against the SIB as stated. (I believe that is like giving Epcor a blank check.)

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

By helping us out, you can be sure the residents of Sun City will continue to vote for you.

Sincerely, PATRICIA WEBER
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/9/14 DOCKETED CLOSED

OPINION NO. 119212 FILED AND DOCKETED FOR WS-01303A-14-0010.
End of Comments

Date Completed:

Opinion No. 2014 - 119211

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119239 Date: 10/10/2014

Complaint Description: 08Q EPCOR
8G Consolidation - Opposed

First:

Last:

Complaint By: **George Schwartz**

Account Name: George and Pamela Schwartz Home: (000) 000-0000

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:

OPPOSED TO CONSOLIDATION DOCKET NO. W-01303A-09-0343 SW-01303A-09-0343

From:

Sent: Thursday, October 09, 2014 6:08 PM

To: Utilities Div - Mailbox

Subject: Sun City Feedback RE: Docket SW-01303A-09-0343 and Docket WS-01303A-14-0010

Dear Arizona Corporation Commission:

My husband and I are Sun City residents who will unfairly suffer if full consolidation of the EPCOR water districts is approved. We are writing to ask that you oppose consolidation of the five districts. We in the Sun Cities cannot afford to subsidize other communities' services. Please vote no to EPCOR's request.

Thank you very much.

Very truly yours,
George and Pamela Schwartz

Sun City, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/10/14 DOCKETED CLOSED

OPINION NO. 119241 FILED AND DOCKETED FOR WS-01303A-14-0010.

End of Comments

Date Completed: 10/10/2014

Opinion No. 2014 - 119239

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

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Jenny Gomez

Phone: -----

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119348

Date: 10/20/2014

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

First:

Last:

Complaint By: Michael C. Harris

Account Name: Michael C. Harris

Home: (000) 000-0000

Street:

Work:

City: Buckeye

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 W-01303A-09-0343 OPPOSE

Michael Harris

Buckeye, AZ 85396

To: Arizona Corporation Commission
Utilities Division
Attention: Consumer Services
1200 W. Washington
Phoenix, Arizona 85007

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

To Whom It May Concern:

Please accept this cover letter and the attached (8) annotated EPCOR billing statements from Verrado residents, advocating for full consolidation of wastewater districts under EPCOR's management. We respectfully request you consider these sentiments and accept these letter be included as part of the docket record, expressing resident support for this issue.

Thank you for your time and assistance with this matter. If you have any questions, please contact me at the email address above or by phone at

On behalf of Verrado Residents,
Sincerely
Michael C. Harris

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 10/20/2014

Opinion No. 2014 - 119348

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119354

Date: 10/21/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Barbara Last: Grant

Account Name: Barbara Grant

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.: W-013031-09-0343/ SW-013031-09-0343

From: Util-PublicComment
Sent: Monday, October 20, 2014 10:32 AM
To: Util-PublicComment
Cc
Subject: Public Comment

Name: Barbara Grant
Date: 10-20-2014
Address:
Phone:
CityStateZip: Sun City, Az
Cell:
Docket: Epcot Waste Water Consolidation
DocketNo: W-013031-09-0343/ SW-013031-09-0343
Utility: Epcor
Position: Con
Email:
Comments: I oppose Waste Water Consolidation
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/21

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 10/21/2014

Opinion No. 2014 - 119354
