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



Executive Director

ARIZONA CORPORATION COMMISSION

10/24/2014

To: Docket Control

RE: EPCOR Docket # WS-01303A-14-0010

Please docket the attached 27 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

ORIGINAL

RECEIVED

2014 OCT 27 A 9:29

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Arizona Corporation Commission

DOCKETED

OCT 27 2014

DOCKETED BY

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118755

Date: 9/18/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Harlan & Dortha Klaahsen

Account Name: Harlan & Dortha Klaahsen

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 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 85351
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: 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:

***** WS-01303A-14-0010 *****

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:

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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

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119108

Date: 10/6/2014

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

Complaint By: First: Gary Last: Davis

Account Name: Gary Davis

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:

WS-01303A-14-0010 OPPOSED TO RATE INCREASE

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 Beings 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 oprices 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 familes and community not pay for increased water costs and be driven to only eat beans. I have lived in a not so nice over 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 also.....we need to keep the cost ofliving down along with the price of all utilities. Your actions will Affect so many lives please do te 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 85351

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 10/6/2014

Opinion No. 2014 - 119108

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone -----

Fax: -----

Priority: Respond Within Five Days

Opinion No. 2014 - 119013

Date: 9/30/2014

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

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 Water *AAWC

Division:

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. WS-01303A-14-0010 OPPOSED TO INCREASE
9/30

Caller is opposed to ANY INCREASE IN RATES

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 9/30/2014

Opinion No. 2014 - 119013

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119303

Date: 10/16/2014

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

First:

Last:

Complaint By:

John

Tacheny

Account Name:

John Tacheny

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:

OPPOSED TO RATE DOCKET NO. WS-01303A-14-0010

From: John Tacheny [mailto:

Sent: Sunday, October 12, 2014 1:44 PM

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

Cc: Utilities Div - Mailbox

Subject: Docket Number WS-01303A-14-0010 (Epcor Water & Wastewater Rate cases)

To: Elected Commissioners on the Arizona Corporate Commission (ACC)

We are residents of Sun City, AZ.

We want to register our strong opposition to the proposals put forth by EPCOR Water to have you consider approval/inclusion of System Improvement Benefits (SIB) & Adjuster Mechanisms in their push for rate consolidation, as embodied in several water and wastewater rate cases (Docket Number WS-01303A-14-0010) and (Docket Number SW-01303A-09-0343) under consideration. We are opposed to this consolidation.

Thank you for your time.

John & Pat Tacheny

SUN CITY, AZ 85373

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/16/14 DOCKETED CLOSED
End of Comments

Date Completed: 10/16/2014

Opinion No. 2014 - 119303

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119031

Date: 9/30/2014

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

Complaint By: **First:** Wayne **Last:** Hiland

Account Name: Wayne and Carol Hiland

Home:

Street:

Work: (000) 000-0000

City: Lake Havasu City

CBR: w

t

State: AZ Zip: 86404

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

CORRESPONDANCE OPPOSED TO RATE CASE DOCKET NO. WS-01303A-14-0010

The first month Epcor took over in April 2012 out water rate increased by 35%. As of last month's billing, out rate since Epcor took over, has increased by 49% and now they want another 31.2% increase plus surcharges and adjustors. ENOUGH IS ENOUGH!!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/8/14 DOCKETED CLOSED

End of Comments

Date Completed: 10/8/2014

Opinion No. 2014 - 119031

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119179

Date: 10/7/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Fred and Sherri Yates

Account Name: Fred and Sherri Yates

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:

***** WS-01303A-14-0010 *****

Customer sent the following -

Members of the Arizona Corporate Commission;

As residents of Sun City, my wife and I want to express our strong opposition to water and waste water increases proposed by EPCOR. These increases will definitely place a financial hardship on many of our neighbors since we live on fixed incomes.

We 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, we are disturbed about the possibility of sky-rocketing costs to homeowners, and we urge you to reject this proposal.

We are steadfastly opposed to being consolidated with other waste districts. We believe, the developer in Sun City paid for the infrastructure and added a portion of that cost to each home sold in the development. We feel it is very unfair for new home sub-divisions owners to expect present users to pay for their infrastructure.

To our way of thinking, all of this adds up to extremely large increases in water and waste water rates over the next few years. We moved to Sun City in 2006 and have found it to be a wonderful retirement community. It is also generally affordable to live here. In the recent past, there already have been some hefty increases in water rates.

We are 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. We are depending on you.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you for listening.

Respectfully yours,
Fred and Sherri Yates
End of Complaint

Utilities' Response:

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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: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118879

Date: 9/24/2014

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

Complaint By: **Byron** **Auten**

Account Name: Byron and Louise Auten

Home:

Street:

Work: (000) 000-0000

City: Lake Havasu City

CBR:

State: AZ Zip: 86404

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSE TO RATE CASE DOCKET NO. WS-01303A-14-0010

Pease do NOT approve any rate increase for this company. Their service, attitude and efficiency is NOT what it should be. Waste is transparent, if anyone investigates, and the rate HAS gone UP! Please do your job to protect the public.

Byron & Louise Auten

Ph.#

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/8/14 DOCKETED CLOSED

End of Comments

Date Completed: 10/8/2014

Opinion No. 2014 - 118879

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119110

Date: 10/6/2014

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

Complaint By: **First:** Mary **Last:** Pongracz

Account Name: Mary Pongracz

Home: (000) 000-0000

Street: unknown

Work: (000) 000-0000

City: unknown

CBR:

State: AZ Zip: unknown

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET No. WS-01303A-14-0010

Dear Commissioner:

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

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

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 - 119110

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: 602-974-3000

Fax: 602-974-3000

Priority: Respond Within Five Days

Opinion No. 2014 - 118900

Date: 9/25/2014

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

Complaint By: **Sharon Farmer**

Account Name: Sharon Farmer

Home: (000) 000-0000

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: 602-974-3000

Nature of Complaint:

OPPOSED

WS-01303A-14-0010 WATER

WATER

From: Sharon Farmer [mailto:sharonfarmer@epcor.com]
Sent: Wednesday, September 24, 2014 3:19 PM
To: Bob Stump; Gary Pierce; Susan Bitter Smith; Brenda Burns; Bob Burns; Utilities Div - Mailbox
Subject: EPCOR Consolidation

RE: SW-01303A-09-0343 abd WS-01303A-14-0010

On behalf of myself and some of my Sun City neighbors who are not able to attend meetings, I am writing to you to please say NO to full wastewater consolidation. Most of us are on fixed incomes and do pay our share of appropriate fees, and raising rates would be a real hardship and an unfair result. Over decades we have paid for own usage, which is understandable, but we should not be asked nor assumed to pay for others. Thank you.

Sharon Farmer

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/25/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 9/25/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118900

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118779

Date: 9/19/2014

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

Complaint By: First: Meredith Last: Singer

Account Name: Meredith Singer

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET# WS-01303A-14-0010

To whom it may Concern,

I am writing to request that Epcor not be allowed to raise rates in Sun City. I live on a fixed income and like many in the community it would be a financial strain for water rates to increase as proposed.

M. Singer
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/18/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 9/19/2014

Opinion No. 2014 - 118779

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118806

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: 85351

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket # WS-01303A-14-0010

From: patricia campbell [mailto:.....]

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 85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/22

Emailed both dockets 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 - 118806

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 -- 85351

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 - 118856

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/24/2014

Opinion No. 2014 - 118884

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

5

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118892

Date: 9/24/2014

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

First:

Last:

Complaint By: Stephen

Byrd

Account Name: Stephen Byrd

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: EPCOR Water *AAWC

Division:

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET# WS01303A-14-0010 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 - 118892

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118700

Date: 9/16/2014

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

Complaint By: **First:** William H. **Last:** Williams

Account Name: William H. Williams

Home: (000) 000-0000

Street: Dir.

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 number: WS-01303A-14-0010

From: Bill [mailto:

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 <tjoamn@cox.net> 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

9904 W. Desert Forest Cir. Sun City, AZ 85351

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: 9/16/2014

Opinion No. 2014 - 118700

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118729

Date: 9/17/2014

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

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

Account Name: Vee Dietrich

Home: (000) 000-0000

Street: email

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 number WS-01303A-14-0010

From: Vee Dietrich [mailto:
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:

9/17
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/26/2014

Opinion No. 2014 - 118729

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118897

Date: 9/25/2014

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

Complaint By: First: Deborah G. Last: Williams

Account Name: Deborah G. Williams

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 number-: WS-01303A-14-0010

rom:

Sent: wednesday, September 10, 2014 12:58 PM

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

Cc: Utilities Div - Mailbox

Subject: Docket numbers WS-01303A-14-0010

Dear Commissioners,

As a resident of Sun City, and a very concerned voter, I am strongly opposed to EPCOR's requests consolidation, wastewater increases, and SIB, docket numbers referenced in the subject line above. Here's why:

1. Consolidation will cost Sun City residents an 89% increase in their wastewater, an amount elders on fixed incomes cannot manage.
2. While claims may be made that consolidation of the water districts is similar to APS consolidation, this is simply not true. The water and waste water systems are separate from one another and, in most cases, cannot even be linked to provide backup support.
3. Consolidation would give EPCOR a blank check to buy up "junk" water companies and have their entire customer base pay for it. That is both unconscionable and immoral. EPCOR reportedly plans to spend \$9.3 million in improvements to Sun City's wastewater operations in the next 5 years. But if consolidated, Sun City residents will pay \$31.8 million for those improvements over the next 5 years! If you allow that to happen, you, 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!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 85181
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 - 118897

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 118858

Date: 9/24/2014

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

First:

Last:

Complaint By:

Jane

Mohn

Account Name:

Jane E. Mohn

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:

Docket No. WS-01303A-14-0010 Sun City OPPOSED RATES

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: Jr.,

Phone:

CityStateZip: Sun City, AZ 85351-1624

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

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118850

Date: 9/23/2014

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

First:

Last:

Complaint By: Linda

Gurie

Account Name:

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:

RATE CASE OPPOSED WS-01303A-14-0010

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 85351
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed and second opinion docketed in 09-0343 rate case.
End of Comments

Date Completed: 9/23/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118850

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119020

Date: 9/30/2014

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

First:

Last:

Complaint By: **Helen**

Koppel

Account Name: Helen Koppel

Home: (000) 000-0000

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:

OPPOSED WS-01303A-14-0010

From: Helen Koppel [mailto:
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 85351
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

9/30/14 DOCKETED CLOSED

SECOND OPINION FOR SW-01303A-09-0343 ALSO FILED NO. 119019
End of Comments

Date Completed: 9/30/2014

Opinion No. 2014 - 119020

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez 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: Last:
m/e/p 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:
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

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

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
9904 W. Desert Forest Cir. Sun City, AZ 85351

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

consolidation involving Sun City is forever off the table.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/9/14 DOCKETED CLOSED

OPINION NO. 119207 FILED AND DOCKETED FOR SW-01303A-09-0343
End of Comments

Date Completed: 10/9/2014

Opinion No. 2014 - 119208

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.119211 FILED AND DOCKETED FOR SW-01303A-09-0343 .

End of Comments

Date Completed: 10/9/2014

Opinion No. 2014 - 119212

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119216

Date: 10/9/2014

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

Complaint By: First: Tony Last: Cock

Account Name: Tony Cock

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:

*****OPPOSED TO RATE INCREASE*****DOCKET NO. WS-01303A-14-0010*****

Consumer received notification that EPCOR was asking for another rate increase. She states that she is bedridden and has high medical bills. She is on a fixed income a lot of people in this area are also on fixed income. She can't afford another increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/9/14 Opinion noted and filed in Docket No. WS-01303A-14-0010. closed

End of Comments

Date Completed: 10/9/2014

Opinion No. 2014 - 119216

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/10/14 DOCKETED CLOSED

OPINION NO. 119239 FILED AND DOCKETED FOR W-01303A-09-0343 SW-01303A-09-0343.

End of Comments

Date Completed: 10/10/2014

Opinion No. 2014 - 119241
