

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



0000156997

ARIZONA CORPORATION COMMISSION

To: Docket Control

10/27/2014

ORIGINAL

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

Please docket the attached 71 customer comments in support of 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

Arizona Corporation Commission
DOCKETED

OCT 27 2014

DOCKETED BY 

RECORDED
AZ CORP COMMISSION
DOCKET CONTROL
2014 OCT 27 PM 3 13

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

like to go on the record as totally supporting FULL consolidation of all of EPCOR's wastewater districts.

Sincerely,
Steven Beinfest

Sun City West, AZ 85375
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/25/14 DOCKETED CLOSED.
End of Comments

Date Completed: 9/25/2014

Opinion No. 2014 - 118906

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/7/2014

Opinion No. 2014 - 119157

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119156

Date: 10/7/2014

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

First:

Last:

Complaint By: Janice

Melvin

Account Name: Janice Melvin

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

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 -

As a resident of Verrado, I respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the docket and filed with Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 10/7/2014

Opinion No. 2014 - 119156

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119155

Date: 10/7/2014

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

Complaint By: First: Cheryl Last: Emert

Account Name: Cheryl Emert Home:

Street: Work:

City: Buckeye CBR:

State: AZ Zip: 85396 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 -

As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the docket and filed with Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/7/2014

Opinion No. 2014 - 119155

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119154

Date: 10/7/2014

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

First:

Last:

Complaint By: Charlene Snider

Account Name: Charlene Snider

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

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 -

As a Verrado resident, I would like to respectfully urge each member of the Commission to vote in favour of full consolidation of EPCOR's wastewater districts. Thank you for your time and consideration in this critical matter.
End of Complaint

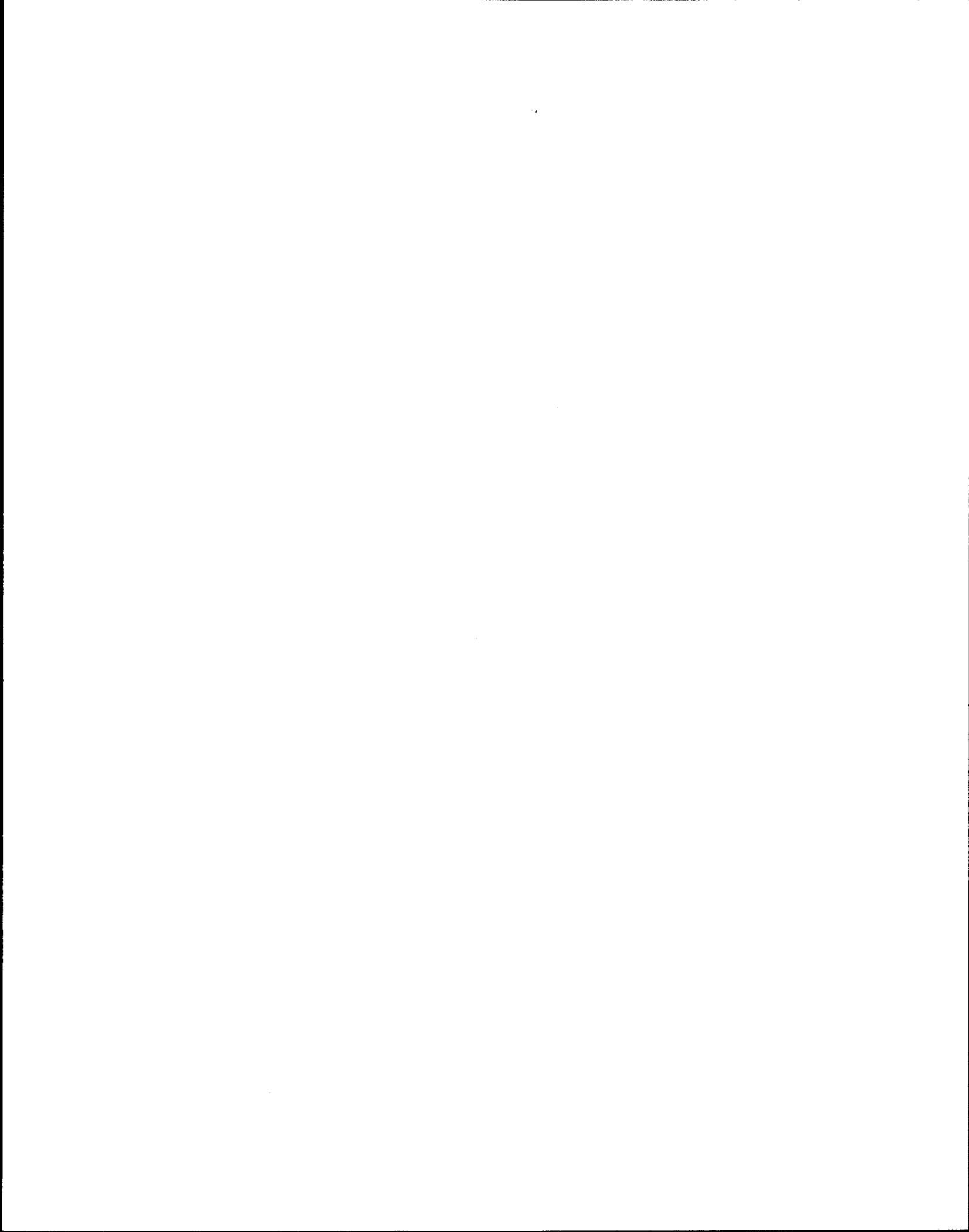
Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 10/7/2014

Opinion No. 2014 - 119154



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119153

Date: 10/7/2014

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

First:

Last:

Complaint By: Shelly

Hornback

Account Name: Shelly Hornback

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

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 -

I am a Verrado resident, writing to Commissioner to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you. Shelly Hornback

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the docket and filed with Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/7/2014

Opinion No. 2014 - 119153

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/7/2014

Opinion No. 2014 - 119152

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/7/2014

Opinion No. 2014 - 119151

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119150

Date: 10/7/2014

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

Complaint By: **First:** James **Last:** Martin

Account Name: James Martin

Home:

Street:

Work:

City: Buckeye

CBR:

State: Az **Zip:** 85396

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 -

As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the docket and filed with Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/7/2014

Opinion No. 2014 - 119150

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119305

Date: 10/16/2014

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

Complaint By: First: **Jeff** Last: **Byers**

Account Name: Jeff Byers

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip: 85396

is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name:

Contact Phone

Nature of Complaint:

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

From: Util-PublicComment
Sent: Monday, October 13, 2014 10:51 AM
To: Util-PublicComment
Cc: t
Subject: Public Comment

Name: Jeff Byers
Date: 10/13/14
Address: ()
Phone: ()
CityStateZip: Buckeye, AZ 85396
Cell:
Docket:
DocketNo: SW-01303A-09-0343
Utility: Epcor Water Arizona Inc.
Position: Pro
Email:

Comments: As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter. Sincerely, Jeff Byers

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/16/14 DOCKETED CLOSED

End of Comments

Date Completed: 10/16/2014

Opinion No. 2014 - 119305

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone: () - -

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119371

Date: 10/21/2014

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

First:

Last:

Complaint By: Marilyn

Martin

Account Name: Marilyn Martin

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

FOR CONSOLIDATION DOCKET NO. W-01303A-09-0343; SW-010303A-09-0343.

CORRESPONDENCE

Monday, October 20, 2014

Arizona Corporation Commission
1200 W. Washington Street
Second Floor
Phoenix, AZ 85007

To the Commission at Large,

I am writing you regarding two matters. I just received my Epcor Water bill which has a \$35 increase. I have no leakages, have not change my usages, have not had guests or entertained. It is the wastewater charge that seems to be unfair and unreasonable.

My Water bill was constant in the beginning of this year and in July I was told that a rate increase in wastewater went into effect in July. My wastewater rates increased rates increased from \$76.80 to \$106.45. These rates are among the highest in the Nation! I retired in 1998 and obviously am living on a fixed income.

Water is necessary to sustained oneself here in the desert, I get that! However, if full consolidation as proposed by Epcor Water Company for all of Epcor Wastewater districts in order to bring fairness, just and reasonable rates to residents in the Aqua Fria Water/Wastewater District, please give your full support to this proposal. The Docket Numbers: W-01303A-09-0343; SW-010303A-0-0343.

Thank you for your time and consideration.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Marilyn Martin

Sun City West, AZ 85375
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/21/14 DOCKETED CLOSED

COMPLAINT 119361 FILED FOR W-01303A-09-0343; SW-010303A-09-0343.
End of Comments

Date Completed: 10/22/2014

Opinion No. 2014 - 119371

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119379

Date: 10/22/2014

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

Complaint By: First: Last:
Frank **Billone**

Account Name: Frank Billone Home: (000) 000-0000

Street: Work: (000) 000-0000

City: N/A CBR:

State: AZ Zip: N/A is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name: Contact Phon

Nature of Complaint:

IN FAVOR OF CONSOLIDATION DOCKET NO. W-01303A-09-0343 SW-01303A-09-0343

From: Util-PublicComment
Sent: Wednesday, October 22, 2014 8:31 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Frank Billone
Date: 10/22/2014
Address:
Phone:
CityStateZip: Weston CT 06883
Cell:
Docket: Aqua Fria Water Treatment Plant
DocketNo: 09-0343
Utility: EPCOR
Position: Other
Email: f

Comments: Frank Billone CT 06883 RE: docket number 09-0343 As a snowbird who owns a home in Corte Bella, (I ask myself the question why would I want to continue to own a home in Corte Bella when there's such a disparity in the way water and waste treatment costs are allocated. It wasn't that way when I purchased my home in 2006 and frankly if I knew this was coming, I would not have purchased the home. Yes, I am upset that this problem has been thrust upon me. It's clear to everyone involved that there is a problem in how costs are shared and not shared. If the status quo were to remain, the majority of homeowners could influence the outcome today when the lower costs are in their favor. What will happen down the road when the same majority decides that their infrastructure needs replacing, and then influences the decision by joining the Aqua Fria water treatment facility because it's now in their best interest? If

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

the rule is that the majority rules (WINS), the smaller communities like Corte Bella lose in the short and can very well lose in the long term as well. I don't know why we are where we are by having such a disparate pricing system by a single company that provides only two generic products but it's clear that unless the problem is addressed quickly and permanently that any decision favoring larger communities (majority) will always punish the smaller communities (minority). As an owner of Corte Bella, you know our position. I can't tell you how to decide but the solution you choose has to be lasting and to that end; must be right for all the homeowners not only today . but in the future. Thanks you for listening. Sincerely Frank Billone
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/22/14 DOCKETED CLOSED
End of Comments

Date Completed: 10/22/2014

Opinion No. 2014 - 119379

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119380

Date: 10/22/2014

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

Complaint By: First: William E. Last: Schmidt

Account Name: William E. Schmidt

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phon

Nature of Complaint:

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

CORRESPONDENCE

From: Util-PublicComment

Sent: Tuesday, October 21, 2014 7:30 PM

To: Util-PublicComment

Cc:

Subject: Public Comment

Name:William E. Schmidt

Date:10/21/2014

Address

Phone:6

CityStateZip:Buckeye AZ 85396

Cell:

Docket:

DocketNo:SW-01303A-09-0343

Utility:Epcor Water Arizona Inc.

Position:Pro

Email:t

Comments:As a resident of Verrado, I would like to respectfully urge each member of our Commission to vote in favor of full consolidation of EPCOR's Wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As our provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Now, I know this is a form letter above and I highly agree with it. I can not believe this went this far, imagine our other utilities attempting to use a rate structure like Epcor has done with their customers. There would be a tea party again. I realize we live in a less populated area than most of Epcor's other customers and there still should not be a difference in rates between any of Epcor's customers. I know we have had newer facilities built and this added to the cost of treatment to water and waste-water. Every area Epcor provides service will most likely need additional facilities and for sure some areas will need some major rebuilds. If FULL consolidation does not happen have Epcor go ahead and raise the rates for the Sun Cities citizens when their dated water and waste-water systems start failing and let's see what would happen. Consolidation would solve this and effect all their customers equally. Make it fair and equal for all of Epcor's customers and please vote for consolidation. As an Epcor customer I would really appreciate an more amicable rate structure. Thank you for your time and consideration in this critical matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/22/14 DOCKETED CLOSED

End of Comments

Date Completed: 10/22/2014

Opinion No. 2014 - 119380

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119228

Date: 10/9/2014

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

Complaint By: **First:** L.A. **Last:** Ehrfurt

Account Name: L.A. Ehrfurt

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR

State: AZ Zip: N/A

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: ((

Nature of Complaint:

FOR CONSOLIDATION DOCKET NO. SW-01303A-09-0343

From: Util-PublicComment
Sent: Wednesday, October 08, 2014 9:55 PM
To: Util-PublicComment
Cc: <
Subject: Public Comment

Name:L.A. Ehrfurt
Date:10.08.2014
Address:
Phone:
CityStateZip:Buckeye
Cell:
Docket:SW-01303A-09-0343
DocketNo:SW-01303A-09-0343
Utility:Epcor Water Arizona Inc.
Position:Pro
Email:4

Comments:As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter. Doing what the people want & what is fair for all IS your highest calling

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/9/14 DOCKET CLOSED

End of Comments

Date Completed: 10/9/2014

Opinion No. 2014 - 119228

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119223

Date: 10/9/2014

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

Complaint By: **Brad Eyben**

Account Name: Brad Eyben

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR

State: AZ Zip: N/A

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone

Nature of Complaint:

FOR CONSOLIDATION DOCKET NO. SW-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, October 09, 2014 8:23 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:BRAD EYBEN
Date:October 9, 2014
Address
Phone:
CityStateZip:Buckeye
Cell:
Docket:SW-01303A-09-0343
DocketNo:SW-01303A-09-0343
Utility:Epcor Water Arizona Inc.
Position:Pro
Email:

Comments:As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/9/14 DOCKET CLOSED

End of Comments

Date Completed: 10/9/2014

Opinion No. 2014 - 119223

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 119219

Date: 10/9/2014

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

First:

Last:

Complaint By: **Patricia** **Burke**

Account Name: Patricia and John Burke

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:

IN FAVOR OF CONSOLIDATION DOCKETED SW-01303A-09-0343

From: Pat Burke

Subject: Deconsolidation versus consolidation

We live in Corte Bella and since we moved here, we have seen our water rates continually go up and are concerned about how high they will go if consolidation isn't enacted. We have lived in several different states and only in Arizona have we found deconsolidation of utilities which doesn't make sense.

While we recognize that some pain might be initially felt by the Sun Cities, it is nothing compared to the pain the deconsolidated areas are feeling. We all need the same precious resource and it is just common sense to share all the costs equally. And the Sun Citians will appreciate sharing the cost of infrastructure upgrades, although many fail to understand that concept today.

At this point our water bill is not affecting our life style but we can see in the future that it will cut into discretionary spending if consolidation does not go into effect.

Please do the right thing and go with Epcor's plan for consolidation.

Patricia and John Burke

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/9/14 DOCKETED CLOSED

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/9/2014

Opinion No. 2014 - 119219

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2014 - 119180

Date: 10/7/2014

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

Complaint By: First: Gary Last: Connelly

Account Name: Gary and Sandy Connelly

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR: ()

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phon.:

Nature of Complaint:

FOR CONSOLIDATION DOCKET NO'S W--01303A-09-0343; SW-01303A-09-0343

From: Gary Connelly

Sent: Thursday, October 02, 2014 11:09 AM

To: Utilities Div - Mailbox

Cc: Rburns-Web; BitterSmith-Web; Pierce-Web; Stump-Web; Burns-Web

Subject: Docket # W--01303A-09-0343; SW-01303A-0-0343 Wastewater Rate Design Examination

We are residents of Corte Bella, a community served by EPCOR. We are currently consolidated into the Agua Fria Water/Wastewater District. That district is experiencing water/wastewater rates among the highest in the nation. We have been protesting our unfair rates for years. We were part of a large group attending the meeting when de-consolidation was approved and Anthem was removed from the Agua Fria District. We were appalled at the vote by the commissioners. It is so unfair. Our wastewater rates have climbed to \$106.45 a month. That is just wastewater. People in Sun City pay \$18.11 and Sun City West residents pay \$30.96

It is our understanding that EPCOR has proposed full consolidation before the Arizona Corporation Commission as a means to remedy these exorbitant, discriminatory rates. We support Full consolidation of all EPCOR Wastewater Districts. Since full consolidation, as proposed by EPCOR, would restore fair, just and reasonable rates to all, we would like to go on the record as totally supporting FULL CONSOLIDATION of all of EPCOR's wastewater districts.

I am President of the Peoria North Rotary Club. In Rotary we practice a "4 Way Test" in our business and personal lives. Our second tenet is "Is it fair to all concerned". By supporting EPCOR's proposal to consolidate you will make wastewater rates fair to all concerned.

Garv and Sandv Connelly

Corte Bella Country Club

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sun City West, AZ 85375
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 - 119180

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119130

Date: 10/6/2014

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

Complaint By: First: Alan Last: Davis

Account Name: Alan & Sue Davis 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:

FOR CONSOLIDATION DOCKET NO'S W-01303A-09-0343 SW-01303A-09-0343

From:
Sent: Sunday, September 28, 2014 3:25 PM
To: Utilities Div - Mailbox
Subject: Epcor consolidation

As a resident of Corte Bella, I ask you to bring equality to the waste water billing process. My waste water Epcor charge is \$106 per month while my brother is billed approx \$18 per month as a Sun City resident while using the same system. This inequity must end! A fair and balanced solution can be achieved through consolidation of all Epcor customers. My wife and I are retired on a fixed income and feel the burden these waste water charges impose. We are also very concerned the effect the waste water charges have on home values. Consolidation is the fair solution. Alan and Sue Davis. Reference 09-0343.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/6/14 DOCKETED CLOSED
End of Comments

Date Completed: 10/6/2014

Opinion No. 2014 - 119130

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119115

Date: 10/6/2014

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

Complaint By: **First:** Diane **Last:** DeBoer

Account Name: Diane DeBoer

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone

Nature of Complaint:

IN FAVOR OF CONSOLIDATION DOCKET No. W-01303A-09-0343; SW-01303A-09-0343

From: Diane DeBoer
Sent: Monday, September 29, 2014 11:48 AM
To: Utilities Div - Mailbox
Subject: Docket Nos. W-01303A-09-0343; SW-01303A-0-0343

Arizona Corporation Commission
1200 W Washington Street - 2nd Floor
Phoenix, AZ 85007

September 29, 2014

To: Bob Burns -Rburns-web@azcc.gov
Susan Bitter-Smith BitterSmith-web@azcc.gov
Gary Pierce -Pierce-web@azcc.gov
Bob Stump -Stump-web@azcc.gov
Brenda Burns -Burns-web@azcc.gov

Subject: Docket Nos. W-01303A-09-0343; SW-01303A-0-0343

We support FULL consolidation of all EPCOR Wastewater Districts!

My husband and I are residents of the Corte Bella community which is in the Agua Fria Wastewater District served by EPCOR Water Company. The Agua Fria District has some of the highest water and waste water rates in the country. We fully support EPCOR Water Company's proposed full consolidation of all the districts it serves in Arizona into one district.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Since we purchased our Corte Bella home in 2006, our overall water rates have increased 265%. It is unreasonable to have waste water charges based on 100% of the consumed water when only 30% of the water an average customer uses goes to the waste water treatment facility by EPCOR's own admission.

The ACC has a responsibility to assure Arizona residents are treated fairly and equally and we believe that full consolidation is the fairest solution and in the best long-term interest of all EPCOR customers.

Diane DeBoer

Sun City West, AZ 85375
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/6/14 DOCKETED CLOSED
End of Comments

Date Completed: 10/6/2014

Opinion No. 2014 - 119115

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119119

Date: 10/6/2014

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

First:

Last:

Complaint By: David Kerszykowski

Account Name: David & Gloria Kerszykowski

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBF

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: K:

Contact Phone: ()

Nature of Complaint:

IN FAVOR OF CONSOLIDATION DOCKET No. W-01303A-09-0343; SW-01303A-09-0343

From: Gloria Kerszykowski [mailto:GKerszyk@epcor.com]
Sent: Tuesday, September 30, 2014 1:36 PM
To: Utilities Div - Mailbox; RBurns-Web; BitterSmith-Web; Pierce-Web; Stump-Web; Burns-Web
Cc: Dave Kerszykowski
Subject: Docket Nos. W-01303A-09-0343; SW-01303A-0-0343 Wastewater Rate Design Examination

We Support FULL consolidation of all EPCOR Wastewater Districts

We are residents of Corte Bella, a community served by EPCOR Water Company. Corte Bella is currently consolidated into the Aqua Fria Water/Wastewater District. The Aqua Fria District is experiencing water/wastewater rates among the highest in the nation. It is our understanding that EPCOR Water Company has proposed full consolidation before the Arizona Corporation Commission as a means to remedy these exorbitant, discriminatory rates.

Since full consolidation, as proposed by EPCOR, would restore fair, just and reasonable rates to all, we would like to go on the record as totally supporting FULL consolidation of all EPCOR's wastewater districts. Being retired with limited income and little to no annual increases, as we received while employed, our extremely high EPCOR bills, even with water conservation creates a hardship for us.

David & Gloria Kerszykowski

Sun City West, AZ 85375

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

10/6/14 DOCKETED CLOSED

End of Comments

Date Completed: 10/6/2014

Opinion No. 2014 - 119119

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119116

Date: 10/6/2014

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

Complaint By: **Christine C. Harris**

Account Name: Christine C. Harris

Home:

Street:

Work:

City: Sun City West

CBR: t

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: |

Contact Phone: |

Nature of Complaint:

IN FAVOR OF CONSOLIDATION DOCKET No's. W-01303A-09-0343 SW-01303A-09-0343

From: Util-PublicComment
Sent: Tuesday, September 30, 2014 12:53 PM
To: Util-PublicComment
Cc: t
Subject: Public Comment

Name: Christine C. Harris
Date: 9/30/2014
Address:
Phone:
CityStateZip: Sun City West, AZ 85375
Cell:
Docket: CONSOLIDATION OF WATER DISTRICTS
DocketNo: W-01303A-09-0343 SW-01303A-09-0343
Utility: EPCOR WATER
Position: Pro
Email:

Comments: I live on a fixed income and cannot foresee paying EPCOR continual rate increases. My last water bill was \$156.62 and \$106.00 was for wastewater. I support rate consolidation for all of the company's districts into ONE FAIR RATE STRUCTURE. Agua Fria, Anthem, Mohave, Sun City and Sun City West
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/6/14 DOCKETED CLOSED
End of Comments

Date Completed: 10/6/2014

Opinion No. 2014 - 119116

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

both to consumers and to growth into an unwieldy system, or whether we should promote efficiency and economy of scale with a single and simplified rate structure. Should we continue to pit community against community in a bid to create winners and losers among individual ratepayers in providing an essential service? Or should we recognize that a strong and efficient utility provider is a solution which will benefit everyone in the long term? And all at the same revenue point already authorized to the provider. Agua Fria is ready to grow. As we speak, the Verrado community is preparing to add 4,000 new rooftops with no additional infrastructure requirement. This represents a tremendous influx of ratepayers and taxpayers to further bolster the economic health of everyone impacted. But we need growth-friendly policies to support and encourage buyers, or we risk falling flat. A \$121 wastewater charge contributing to a \$200-\$300 bill is antithetical to growth. I'm not an attorney, and I'm not being paid to spend my time lobbying. I'm just a resident, trying to pay my bills and earn enough of a living to care for my family. Please, we need your help. We need your vote. Sincerely, Stefan and Terrie Spreckelmeier

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/2/14 DOCKETED CLOSED

End of Comments

Date Completed: 10/2/2014

Opinion No. 2014 - 119067

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119059

Date: 10/2/2014

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

Complaint By: First: Linda Last: Schultz

Account Name: Linda Schultz

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBF

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09 CASE CONSOLIDATION IN FAVOR OF

om: l

Sent: Thursday, September 25, 2014 11:50 AM

To: Utilities Div - Mailbox; Rburns-Web; BitterSmith-Web; Pierce-Web; Stump-Web; Burns-Web

Cc: Linda Schultz

Subject: Full Consolidation of ALL EPCOR Waterwater Districts

Arizona Corporation Committee
1200 W Washington Street - 2nd Floor
Phoenix, AZ 85007

September 25, 2014

To: Bob Burns Rburns-web@azcc.gov
Susan Bitter-Smith BitterSmith-web@azcc.gov
Gary Pierce Pierce-web@azcc.gov
Bob Stump Stump-web@azcc.gov
Brenda Burns Burns-web@azcc.gov

Subject: Docket Nos. W-01303A-09-0343; SW-01303A-0-0343
Wastewater Rate Design Examination

We support FULL consolidation of all EPCOR Wastewater Districts

We are residents of Corte Bella, a community served by EPCOR Water Company and currently consolidated into the Agua Fria Water/Wastewater District. Unfortunately, the Agua Fria District water/wastewater rates are among the highest in the nation.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

The following summarizes my viewpoints, thoughts and recommendations:

- 1.Corte Bella currently is burdened with water rates that are some of the highest in the nation.
- 2.EPCOR SHOULD BE MANDATED AND AUTHORIZED TO PROVIDE THE MOST ECONOMICAL WATER SYSTEM i.e., WATER RATES ON A CONSOLIDATED BASIS TO EFFECTIVELY COST SHARE ACROSS ALL COMMUNITIES THAT THEY SERVICE.
- 3.EPCOR SHOULD BE MANDATED BY ACC TO REDUCE COST BY THE ECONOMY OF SCALE THROUGH CONSOLIDATION OF ADMINISTRATIVE AND SERVICE FUNCTIONS.
- 4.EPCOR SHOULD BE REQUIRED TO OBTAIN PRIOR APPROVAL FOR ANY FUTURE MAJOR SYSTEM ENHANCEMENT AND/OR IMPROVEMENT
- 5.ACC / EPCOR SHOULD REQUIRE THAT WATER SYSTEM EXPANSION COSTS FOR ANY MAJOR NEW COMMERCIAL OR RESIDENTIAL DEVELOPMENTS BE AT THE EXPENSE OF THE DEVELOPER AND NOT CURRENT WATER DISTRICT PROPERTY OWNERS.

It is our understanding that EPCOR Water Company is proposing full consolidation before the Arizona Corporation Commission as a means to remedy these exorbitant, discriminatory rates and reduce costs.

Since full consolidation, as proposed by EPCOR, would restore fair, just and reasonable rates to all, we would like to go on the record as totally supporting FULL consolidation of all of EPCOR's wastewater districts.

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

Linda K. Schultz

Sun City West, AZ 85375
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/2/14 DOCKETED CLOSED
End of Comments

Date Completed: 10/2/2014

Opinion No. 2014 - 119059

SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119029

Date: 9/30/2014

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

Complaint By: First: Last:
David **Robinson**

Account Name: David Robinson Hon

Street: Work:

City: Sun City West CE

State: AZ Zip: 85375 is: E-Mail

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

FOR CONSOLIDATION SW-01303A-09-0343

From: David Robinson
Sent: Thursday, September 25, 2014 8:51 AM
To: Utilities Div - Mailbox
Subject: Regarding 09-0343

We urge you to consolidate the Epcor districts into one.

Our water/sewer bill currently is \$121/month.

Residents of other communities using essentially the same services from Epcor pay a quarter of that.

In what universe can that possibly be considered equitable?

David S. Robinson
Joanne A Robinson

Sun City West, AZ 85375

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

9/30/14 DOCKETED CLOSED
End of Comments

Date Completed: 9/30/2014

Opinion No. 2014 - 119029

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119014

Date: 9/30/2014

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

First:

Last:

Complaint By: Oswald

Miller

Account Name: Oswald Miller

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR: (

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: I

Contact Phone:

Nature of Complaint:

FOR CONSOLIDATION W-01303A-09-0343, SW-01303A-09-0343

From:
Sent: Thursday, September 25, 2014 9:36 AM
To: Utilities Div - Mailbox
Subject: Docket # 09-0343

Arizona Corporation Commission,

We are asking the ACC for an immediate remedy and a YES vote on consolidation for docket # 09-0343. Never had our water bills been higher than our electricity bills. Equal rate for all customers!

Oswald Miller -Corte Bella Resident

Sun City West, AZ 85375
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/30/14 DOCKETED CLOSED
End of Comments

Date Completed: 9/30/2014

Opinion No. 2014 - 119014

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118889

Date: 9/24/2014

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

Complaint By: First: Chris & Pam Last: Urwiller

Account Name: Chris & Pam Urwiller

Home: 1

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

9/22 EPCOR 09 CASE In Favor Buckeye

Customer believes total consolidation of the company's districts will result in lower rates and would like his comments made part of the record.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 9/24/2014

Opinion No. 2014 - 118889

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118909

Date: 9/25/2014

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

Complaint By: First: Ray Last: English

Account Name: Ray and Merry English

Home:

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:

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

From: Util-PublicComment
Sent: Wednesday, September 24, 2014 7:33 PM
To: Util-PublicComment

Name:Rae and Merry English
Date:9/24/14
Address
Phone:
CityStateZip:Sun City, AZ 85373
Cell:
Docket:EPCOR Waste Water Consolidation
DocketNo:W-013031-09-0343 SW-013031-09-0343
Utility:EPCOR
Position:Con
Email:

Comments:We very definitely oppose full wastewater consolidation. This would impose a hardship on us. There has to be a better solution to this problem. Rae and Merry English
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/25/14 DOCKETED CLOSED
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/25/2014

Opinion No. 2014 - 118909

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118925

Date: 9/25/2014

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

Complaint By: First: John Last: Eakins

Account Name: John Eakins and Emilie Tipton

Home:

Street:

Work: (00) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

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

From: John Eakins
Sent: Thursday, September 25, 2014 7:52 AM
To: Utilities Div - Mailbox; Rburns-Web; BitterSmith-Web; Pierce-Web; Stump-Web; Burns-Web
Subject: Docket Nos. W-01303A-09-0343; SW-01303A-0-0343 Wastewater Rate Design Examination

Arizona Corporation Commission
1200 W Washington Street - 2nd Floor
Phoenix, AZ 85007
September 25, 2014

To: Bob Burns Rburns-web@azcc.gov
Susan Bitter-Smith BitterSmith-web@azcc.gov
Gary Pierce Pierce-web@azcc.gov
Bob Stump Stump-web@azcc.gov
Brenda Burns Burns-web@azcc.gov

Subject: Docket Nos. W-01303A-09-0343; SW-01303A-0-0343
Wastewater Rate Design Examination

We support FULL consolidation of all EPCOR Wastewater Districts

We are residents of Corte Bella, a community served by EPCOR Water Company. Corte Bella is currently consolidated into the Agua Fria Water/Wastewater District. The Agua Fria District is experiencing water/wastewater rates among the highest in the nation. It is our understanding that EPCOR Water Company has proposed full consolidation before the Arizona Corporation Commission as a means to remedy these exorbitant, discriminatory rates.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Since full consolidation, as proposed by EPCOR, would restore fair, just and reasonable rates to all, we would like to go on the record as totally supporting FULL consolidation of all of EPCOR's wastewater districts.

John Eakins & Emilie Tipton
Sun City West, AZ 85375

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

9/24/14 DOCKETED CLOSED

End of Comments

Date Completed: 9/25/2014

Opinion No. 2014 - 118925

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118912

Date: 9/25/2014

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

Complaint By: First: Chris Last: Legere

Account Name: Chris Legere 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

From: chris legere
Sent: Wednesday, September 24, 2014 6:51 PM
To: Utilities Div - Mailbox
Subject: Water issues

The citizens of Corte Bella demand something to be done about this unfair taxes and fees put on just a few communities. Please distribute the taxes among the entire area. Thank you have a great day.

Sent from my iPhone
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/25/14 DOCKETED CLOSED
End of Comments

Date Completed: 9/25/2014

Opinion No. 2014 - 118912

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion No.** 2014 - 118922**Date:** 9/25/2014

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

First:**Last:****Complaint By:** Tom

Wills

Account Name: Tom Wills**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:**

DOCKETED SW-01303A-09-0343

From: Tom Wills
 Sent: Thursday, September 25, 2014 5:13 AM
 To: Utilities Div - Mailbox
 Subject: 09-0343

All I ask is to consider people with a fixed income and the unexpected increase in utilities has placed me in a financial burden. The costs should be shared equally with all customers of Epcor so yes I am in favor of consolidation as this is the only remedy for the situation. Thanks for consideration. Tom Wills

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

9/25/14 DOCKETED CLOSED

End of Comments

Date Completed: 9/25/2014**Opinion No.** 2014 - 118922

SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118924

Date: 9/25/2014

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

First:

Last:

Complaint By: Gary

Bair

Account Name: Gary and Beverly Bair

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBF

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET No. SW-01303A-09-0343

From: Gary & Bev Bair
Sent: Thursday, September 25, 2014 6:41 AM
To: Utilities Div - Mailbox
Subject: Docket # 09-0343

FAIR RATES FOR ALL!

We are residents of Corte Bella, a community served by EPCOR Water Company. Corte Bella is currently consolidated into the Aqua Fria Water/Wastewater District. The Aqua Fria District is experiencing water/wastewater rates among the highest in the nation! We currently pay over \$100 per month. It is our understanding that EPCOR Water Company has proposed full consolidation before the Arizona Corporation Commission as a means to remedy these exorbitant, discriminatory rates.

Since full consolidation, as proposed by EPCOR, would restore fair, just and reasonable rates to all, we would like to go on the record as totally supporting FULL consolidation of all of EPCOR'S wastewater districts.

Thank-you for your attention to this matter. We know you will do what is fair for all.

Beverly S Bair
Gary G. Bair
End of Complaint
Sun City West, AZ 85375
Sun City West, AZ 85375

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

9/25/14 DOCKETED CLOSE
End of Comments

Date Completed: 9/25/2014

Opinion No. 2014 - 118924

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118921

Date: 9/25/2014

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

First:

Last:

Complaint By: Joesph

Roscoe

Account Name: Joesph and Constance Roscoe

Home: (000) 000-0000

Street: (Corte Bella)

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phon:

Nature of Complaint:

DOCKET No. W-01303A-09-0343; SW-01303A-09-0343

From: Joe Roscoe

Sent: Thursday, September 25, 2014 5:01 AM

To: Utilities Div - Mailbox; Rburns-Web; BitterSmith-Web; Pierce-Web; Stump-Web; Burns-Web

Subject: Docket reference 09-0343

Subject: Docket Nos. W-01303A-09-0343; SW-01303A-0-0343

Wastewater Rate Design Examination

We support FULL consolidation of all EPCOR Wastewater Districts

We are residents of Corte Bella, a community served by EPCOR Water Company. Corte Bella is currently consolidated into the Agua Fria Water/Wastewater District. The Agua Fria District is experiencing water/wastewater rates among the highest in the nation. It is our understanding that EPCOR Water Company has proposed full consolidation before the Arizona Corporation Commission as a means to remedy these exorbitant, discriminatory rates.

Since full consolidation, as proposed by EPCOR, would restore fair, just and reasonable rates to all, we would like to go on the record as totally supporting FULL consolidation of all of EPCOR's wastewater districts.

Joseph and Constance Roscoe
(Corte Bella)

Sun City West, Az. 85375

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

9/25/14 DOCKETED CLOSE
End of Comments

Date Completed: 9/25/2014

Opinion No. 2014 - 118921

SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118920

Date: 9/25/2014

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

First:

Last:

Complaint By: Ron

Springer

Account Name: Ron Springer

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

SW-01303A-09-0343

From: Ron & Donna Springer
Sent: Thursday, September 25, 2014 4:23 AM
To: Utilities Div - Mailbox
Subject: consolidation

Dear, sirs,

Please vote for consolidation. (09-0343)

Thanks

Ron SPRINGER

Sun City West, Az.85375

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/25/14 DOCKETED CLOSED

End of Comments

Date Completed: 9/25/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118920

↑

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118919 Date: 9/25/2014

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

First:

Last:

Complaint By: Cheryl Hlebakos

Account Name: Cheryl Hlebakos Home: (00) 000-0000

Street: Work: (00) 000-0000

City: Sun City West CBR:

State: AZ Zip: 85375 is:

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name: Contact Phone

Nature of Complaint:

OPPOSED DOCKET No .W-01303A-09-0343; SW-01303A-09-0343

Arizona Corporation Commission

1200 W Washington Street - 2nd Floor

Phoenix, AZ 85007

September 25th 2014

To: Bob Burns- Rburns-web@azcc.gov

Susan Bitter-Smith- BitterSmith-web@azcc.gov

Gary Pierce -Pierce-web@azcc.gov

Bob Stump-Stump-web@azcc.gov

Brenda Burns -Burns-web@azcc.gov:-

Subject: Docket Nos. W-01303A-09-0343; SW-01303A-0-0343

Wastewater Rate Design Examination

We support FULL consolidation of all EPCOR Wastewater Districts

We are residents of Corte Bella, a community served by EPCOR Water Company. Corte Bella is currently consolidated into the Agua Fria Water/Wastewater District. The Agua Fria District is experiencing water/wastewater rates among the highest in the nation. It is our understanding that EPCOR Water Company has proposed full consolidation before the Arizona Corporation Commission as a means to remedy these exorbitant, discriminatory rates.

Since full consolidation, as proposed by EPCOR, would restore fair, just and reasonable rates to all, we would

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

like to go on the record as totally supporting FULL consolidation of all of EPCOR's wastewater districts.

Signature(s)
Cheryl Hlebakos

85375
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/25/14 DOCKETED CLOSED
End of Comments

Date Completed: 9/25/2014

Opinion No. 2014 - 118919

SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118913

Date: 9/25/2014

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

Complaint By: First: Stephanie Last: Tinsley

Account Name: Stephanie and Jerry Tinsley

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR: :

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: , ,

Nature of Complaint:

SW-01303A-09-0343

From:

Sent: Wednesday, September 24, 2014 6:47 PM

To: Utilities Div - Mailbox

Subject: Water Consolidation

Please vote yes for consolidation of the water districts. 09-0343 It is the only fair thing to do to remedy the problem of exorbitant charges for so many of the residents of the western part of Phoenix. Thank you.

Stephanie and Jerry Tinsley

Sun City West, Az 85375

9/25/14 Received second opinion as mentioned above.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/25/14 DOCKETED CLOSED

End of Comments

Date Completed: 9/25/2014

Opinion No. 2014 - 118913

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118915

Date: 9/25/2014

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

First:

Last:

Complaint By: Diane Smith

Account Name: Diane Terry Smith

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: N/A

CBR: :

State: AZ Zip: 000000000000

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: ()

Nature of Complaint:

Docket Nos. W-01303A-09-0343; SW-01303A-09-0343

From:

Sent: Wednesday, September 24, 2014 7:45 PM

To: Utilities Div - Mailbox

Subject: 09-0343 docket

Docket control:

Please post to docket. In favor of consolidation.

Arizona Corporation Commission
1200 W Washington Street - 2nd Floor
Phoenix, AZ 85007

September 25th 2014

To: Bob Burns -Rburns-web@azcc.gov
Susan Bitter-Smith - BitterSmith-web@azcc.gov
Gary Pierce - Pierce-web@azcc.gov
Bob Stump- Stump-web@azcc.gov
Brenda Burns - Burns-web@azcc.gov

Docket Nos. W-01303A-09-0343; SW-01303A-0-0343

Wastewater Rate Design Examination

We support FULL consolidation of all EPCOR Wastewater Districts

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

We are residents of Corte Bella, a community served by EPCOR Water Company. Corte Bella is currently consolidated into the Agua Fria Water/Wastewater District. The Agua Fria District is experiencing water/wastewater rates among the highest in the nation. It is our understanding that EPCOR Water Company has proposed full consolidation before the Arizona Corporation Commission as a means to remedy these exorbitant, discriminatory rates.

Since full consolidation, as proposed by EPCOR, would restore fair, just and reasonable rates to all, we would like to go on the record as totally supporting FULL consolidation of all of EPCOR's wastewater districts.

Signature(s)
Diane Terry Smith

85373
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/25/14 docketed closed.
End of Comments

Date Completed: 9/25/2014

Opinion No. 2014 - 118915

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118914

Date: 9/25/2014

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

First:

Last:

Complaint By: Ken Tremaine

Account Name: Ken and Gerry Tremaine

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR: gn

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone

Nature of Complaint:

OPPOSED W-01303A-09-0343; SW-01303A-09-0343

From:

Sent: Wednesday, September 24, 2014 6:53 PM

To: Utilities Div - Mailbox; Rburns-Web; BitterSmith-Web; Pierce-Web; Stump-Web; Burns-Web

Subject: Docket Nos. W-01303A-09-0343; SW-01303A-0-0343 Wastewater Rate Design Examination

My husband and I support FULL consolidation of all EPCOR Wastewater Districts. We are weary of paying high water bills. Besides health insurance, it is the highest monthly expense that we have to pay since we have retired to Corte Bella. Our last bill was \$161.
Ken and Gerry Tremaine

Sun City West, AZ 85375

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/25/14 DOCKETED CLOSED

End of Comments

Date Completed: 9/25/2014

Opinion No. 2014 - 118914

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118910

Date: 9/25/2014

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

Complaint By: First: Donna Last: N/A

Account Name: Donna N/A

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: N/A

CBR: don

State: AZ Zip: N/A

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED DOCKET SW-01303A-09-0343

From:

Sent: Wednesday, September 24, 2014 6:47 PM

To: Utilities Div - Mailbox

Subject: Docket # 09-0343

When my husband and I bought in Corte Bella we didn't have a clue that our water bills would be so much higher than our 8 previous homes. While my mother, who lives just 2.5 miles down the road has the type of bill I would have expected.

Please vote to make the rates more FAIR for all! Vote YES for consolidation!

Donna

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/25/14 DOCKETED CLOSED

End of Comments

Date Completed: 9/25/2014

Opinion No. 2014 - 118910

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118904

Date: 9/25/2014

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

First:

Last:

Complaint By: Huey & Gloria

Taylor

Account Name: Huey & Gloria Taylor

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR: t

State: AZ Zip: 85375

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: (000) 000-0000

Nature of Complaint:

OPPOSE DOCKET No. W-01303A-09-0343; SW-01303A-09-0343

From: [redacted]
Sent: Thursday, September 25, 2014 7:51 AM
To: Utilities Div - Mailbox
Subject: Docket ref. # 09-0343

Arizona Corporation Commission
1200 W Washington Street - 2nd Floor
Phoenix, AZ 85007

September xx, 2014
To: Bob Burns
Susan Bitter-Smith
Gary Pierce
Bob Stump
Brenda Burns

Subject: Docket Nos. W-01303A-09-0343; SW-01303A-0-0343
Wastewater Rate Design Examination

We support FULL consolidation of all EPCOR Wastewater Districts. We are residents of Corte Bella, a community served by EPCOR Water Company. Corte Bella is currently consolidated into the Agua Fria Water/Wastewater District. The Agua Fria District is experiencing water/wastewater rates among the highest in the nation. It is our understanding that EPCOR Water Company has proposed full consolidation before the Arizona Corporation Commission as a means to remedy these exorbitant, discriminatory rates.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Since full consolidation, as proposed by EPCOR, would restore fair, just and reasonable rates to all, we would like to go on the record as totally supporting FULL consolidation of all of EPCOR's wastewater districts.

Our last Epcor bill was \$170.70. We, too, are on fixed incomes and feel that there is a great disparity in charges among retirees.

Signature(s)
Huey & Gloria Taylor

Street Address
Sun City West, AZ 85375-1632

Gloria R Taylor

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/25/14 DOCKETED CLOSED
End of Comments

Date Completed: 9/25/2014

Opinion No. 2014 - 118904

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118829

Date: 9/23/2014

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

First:

Last:

Complaint By: Richard M.

Jean

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: Richard M Jean

Date: 9/22/14

Address:

Phone:

CityStateZip: Sun City West, Az 85375

Cell:

Docket: EPCOR Water Connsolidation and Deconsolidation

DocketNo: W-01303A-09-0343 AND SW-01303A-09-0343

Utility: EPCOR

Position: Pro

Email:

Comments:

We purchased our home in Corte Bella in June 2006. When EPCOR took over from Arizona American Water Company my water bill went up dramatically. We support having EPCOR consolidate the rate structures for all of the Company's districts (Agua Fria, Anthem, Mohave, Sun City West) into one rate structure. This would be a fair option for all parties concerned. The costs should be divided equally among all districts. We live on a fixed income and should not have to bear the lions share of the water costs.

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 - 118829

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (.)

Priority: Respond Within Five Days

Opinion No. 2014 - 118830

Date: 9/23/2014

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

Complaint By: **First:** Tom **Last:** Johnson

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 Water *AAWC

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

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

Name: Tom Johnson
Date: 9/20/2014
Address:
Phone:
CityStateZip: Sun City West, AZ. 85375
Cell:
Docket: Epcor & Agua Fria Consolidation - 100%
DocketNo: SW-01303A-09-0343
Utility: Epcor
Position: Pro
Email:
Comments:

Docket No. W-01303A-09-0343 and SW-01303A-09-0343 Good Morning, I'm writing to seek your support to consolidate the rate structures for all of EPCOR's waste and water districts (Agua Fria, Anthem, Mohave, Sun City and Sun City West) into one rate structure. We have lived here just over 1 year and are full time residents. Our sewer bills are crazy expensive. We are very conservative with our water use. Last month we used 3000 gallons of water and the water portion was \$31.57 and the sewer was \$78.47. The prior month we used 4000 gallons and the amounts were \$34.56 and \$85.47 respectively. The sewer portion is way out of whack and needs to be fixed and more fair to all within the district. Full consolidation seems most fair. While clearly my rates would go down and others up. When those in older areas see a rate increase now, when their systems need updating the cost would not be borne by them alone but by all. This seems the most fair. Also, I pay school taxes to Peoria - a growing area, while folks in Sun City and other areas of Sun City West don't have that property tax burden. Fairness. I would be happy to provide copies of my bills to confirm the above numbers. Thank you for your consideration and for your vote to consolidate all districts into one.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 - 118830

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Susan Fowler

scw. AZ 85375

02/18/2014 \$159.33
01/17/2014 \$162.68
12/17/2013 \$136.14
11/18/2013 \$157.00
10/16/2013 \$136.14
09/18/2013 \$146.58
08/16/2013 \$157.00
07/17/2013 \$133.72
06/18/2013 \$142.14
05/16/2013 \$152.98
04/16/2013 \$132.58
03/18/2013 \$132.58
02/18/2013 \$152.98
01/17/2013 \$145.24
12/18/2012 \$130.03
11/16/2012 \$139.23
10/16/2012 \$139.23
09/19/2012 \$139.23
08/16/2012 \$157.67
07/18/2012 \$135.06
06/18/2012 \$132.85
05/15/2012 \$132.85
04/17/2012 \$132.85
03/17/2012 \$135.80
02/16/2012 \$132.85
01/18/2012 \$135.80
12/16/2011 \$138.74
11/16/2011 \$135.80
10/18/2011 \$132.85
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

Opinion No. 2014 - 118898

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 118988

Date: 9/29/2014

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

First:

Last:

Complaint By: **Gloria and Charles** **Rasmus**

Account Name: Gloria and Charles Rasmus

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

Customer sent the following -

We support FULL consolidation of all EPCOR Wastewater Districts

We are residents of Corte Bella, a community served by EPCOR Water Company. Corte Bella is currently consolidated into the Agua Fria Water/Wastewater District. The Agua Fria District is experiencing water/wastewater rates among the highest in the nation. It is our understanding that EPCOR Water Company has proposed full consolidation before the Arizona Corporation Commission as a means to remedy these exorbitant, discriminatory rates.

Since full consolidation, as proposed by EPCOR, would restore fair, just and reasonable rates to all, we would like to go on the record as totally supporting FULL consolidation of all of EPCOR's wastewater districts.

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118988

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118987

Date: 9/29/2014

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

Complaint By: **First:** Wendy **Last:** Farley

Account Name: Wendy Farley

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

Customer sent the following -

Please vote in favor of consolidation for Corte Bella regarding out water supply from Epcor. We have paid these extraordinarily high water rates for many years now, myself for 8 years, and it is unfair that our bills for water are many times higher than others who reside close by us. That's not equity nor parity for all AZ residents. It's time for the ACC to act in favor of all residents of the state not exclude some areas.

Thank you for voting in favor of consolidation. It's the right thing to do.

Wendy Farley
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 - 118987

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118992

Date: 9/29/2014

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

Complaint By: First: Dennis and Sharon Last: Ladwig

Account Name: Dennis and Sharon Ladwig

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

Customer sent the following -

Please consider full consolidation on the water fee situation. Full consolidation is the fair and equitable method for all of the home owners. My home address is Sun City West and we have owned me home since 2005.

I utilize my home six months per year. The latest bill from Epcor is \$91.00 without Dennis and Sharon Ladwig occupying the home. Imagine what the monthly bill will be when we return in November and occupy the home. Please help us and future home owners.

Dennis and Sharon Ladwig
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 - 118992

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118986

Date: 9/29/2014

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

First:

Last:

Complaint By: Robert Wilkiewicz

Account Name: Robert Wilkiewicz and Valerie LeBlanc **Home:**

Street: **Work:**

City: Sun City **CBR:**

State: AZ Zip: 85373 **is:**

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name: | **Contact Phone:**

Nature of Complaint:

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

Customer sent the following -

We support FULL consolidation of all EPCOR Wastewater Districts.

We are residents of Corte Bella, a community served by EPCOR Water Company. Corte Bella is currently consolidated into the Agua Fria Water/Wastewater District. The Agua Fria District is experiencing water/wastewater rates among the highest in the nation. It is our understanding that EPCOR Water Company has proposed full consolidation before the Arizona Corporation Commission as a means to remedy these exorbitant, discriminatory rates.

Since full consolidation, as proposed by EPCOR, would restore fair, just and reasonable rates to all, we would like to go on the record as totally supporting FULL consolidation of all of EPCOR's wastewater districts.

Regards,

Robert Wilkiewicz & Valerie LeBlanc
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/30/2014

Opinion No. 2014 - 118986

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119010

Date: 9/30/2014

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

First:

Last:

Complaint By: Rodney and Sheri Sundheim

Account Name: Rodney and Sheri Sundheim

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

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

Customer sent the following -

Rodney Sundheim and Sheri Sundheim support full consolidation of all EPCOR Wastewater Districts

We are residents of Corte Bella, a community served by EPCOR Water Company. Corte Bella is currently consolidated into the Agua Fria Water/Wastewater District. The Agua Fria District is experiencing water/wastewater rates among the highest in the nation. It is our understanding that EPCOR Water Company has proposed full consolidation before the Arizona Corporation Commission as a means to remedy these exorbitant, discriminatory rates.

For your consideration, please note that our last 3 water bills for two retired residents of Corte Bella have been \$159.50, \$161.31, and \$144.97. This is totally unacceptable.

Since full consolidation, as proposed by EPCOR, would restore fair, just, and reasonable rates to all, we would like to go on the record as totally supporting FULL consolidation of all of EPCOR's wastewater districts.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/30/2014

Opinion No. 2014 - 119010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

10/3/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 10/3/2014

Opinion No. 2014 - 119080

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2014 - 119081

Date: 10/3/2014

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

Complaint By: **First:** Scott **Last:** Wiley

Account Name: Scott Wiley

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:

DOCKETS# W-01303A-09-0343; SW-01303A-09-0343

To: Bob Burns - Rburns-web@azcc.gov
Susan Bitter-Smith - BitterSmith-web@azcc.gov
Gary Pierce - Pierce-web@azcc.gov
Bob Stump - Stump-web@azcc.gov
Brenda Burns - Burns-web@azcc.gov

Subject: Docket Nos. W-01303A-09-0343; SW-01303A-0-0343

Wastewater Rate Design Examination

We support FULL consolidation of all EPCOR Wastewater Districts
We are residents of Cross River, Dos Rios or Coldwater Ranch, communities served by EPCOR Water Company. Cross River, Dos Rios and Coldwater Ranch are currently consolidated into the Agua Fria Water/Wastewater District. The Agua Fria District is experiencing water/wastewater rates among the highest in the nation. It is our understanding that EPCOR Water Company has proposed full consolidation before the Arizona Corporation Commission as a means to remedy these exorbitant, discriminatory rates. Since full consolidation, as proposed by EPCOR, would restore fair, just and reasonable rates to all, we would like to go on the record as totally supporting FULL consolidation of all of EPCOR's wastewater districts.

Thank you,

Scott Wiley

Sun City, AZ 85373

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

10/3/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 10/3/2014

Opinion No. 2014 - 119081

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (

Fax: (

Priority: Respond Within Five Days

Opinion No. 2014 - 119082

Date: 10/3/2014

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

Complaint By: First: Heidi Last: Moya

Account Name: Heidi Moya

Home: (

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: f

Contact Phone:

Nature of Complaint:

DOCKETS# W-01303A-09-0343; SW-01303A-09-0343

Yes to full consolidation of EPCOR Wastewater Districts

COMMENTS:

As a resident of Dos Rios since 2010, my water bill has more than doubled in 4 years. As a single mom on a tight budget, I can't afford to keep paying these high rates. Please help us. We deserve to have water and wastewater rates aligned with the averages of those in other nearby areas.

Thank you.

Name: Heidi Moya

Address: Sun City, AZ 85373

Resident of: Dos Rios

Email:

Contact info:

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/3/14: Entered for the record and docketed CLOSED

End of Comments

Date Completed: 10/3/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 119082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/3/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 10/3/2014

Opinion No. 2014 - 119087

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119085

Date: 10/3/2014

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

First:

Last:

Complaint By: **DeAnne and Raymond Hager**

Account Name: DeAnne and Raymond Hager

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:

DOCKET# W-01303A-09-0343; SW-01303A-09-0343

To: Bob Burns - Rburns-web@azcc.gov
Susan Bitter-Smith - BitterSmith-web@azcc.gov
Gary Pierce - Pierce-web@azcc.gov
Bob Stump - Stump-web@azcc.gov
Brenda Burns - Burns-web@azcc.gov

Subject: Docket Nos. W-01303A-09-0343; SW-01303A-0-0343

Wastewater Rate Design Examination

We support FULL consolidation of all EPCOR Wastewater Districts
We are residents of Cross River, Dos Rios or Coldwater Ranch, communities served by EPCOR Water Company. Cross River, Dos Rios and Coldwater Ranch are currently consolidated into the Agua Fria Water/Wastewater District. The Agua Fria District is experiencing water/wastewater rates among the highest in the nation. It is our understanding that EPCOR Water Company has proposed full consolidation before the Arizona Corporation Commission as a means to remedy these exorbitant, discriminatory rates. Since full consolidation, as proposed by EPCOR, would restore fair, just and reasonable rates to all, we would like to go on the record as totally supporting FULL consolidation of all of EPCOR's wastewater districts.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/3/14: Entered for the record and docketed CLOSED
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/3/2014

Opinion No. 2014 - 119085

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: () - () - ()

Fax: () - () - ()

Priority: Respond Within Five Days

Opinion No. 2014 - 119136

Date: 10/6/2014

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

First:

Last:

Complaint By: Kenyon A Spencer

Account Name: Kenyon A Spencer

Home: () - () - ()

Street:

Work: (000) 000-0000

City: Buckeye

CBR

State: AZ Zip: 85396

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: () - () - ()

Contact Phone: () - () - ()

Nature of Complaint:

From: Util-PublicComment
Sent: Monday, October 06, 2014 12:21 PM
To: Util-PublicComment
Cc: .
Subject: Public Comment

Name: Kenyon A. Spencer

Date: 10-06-2014

Address:

Phone:

CityStateZip: Buckeye, AZ 85396

Cell:

Docket:

DocketNo: SW-01303A-09-0343

Utility: EPCOR Water Arizona Inc.

Position: Pro

Email:

Comments: As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 10/6/2014

Opinion No. 2014 - 119136

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119134

Date: 10/6/2014

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

First:

Last:

Complaint By: James H

Alsup Jr

Account Name: James H Alsup Jr

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR: J

State: AZ Zip: 85396

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone

Nature of Complaint:

From: Util-PublicComment
Sent: Monday, October 06, 2014 12:31 PM
To: Util-PublicComment
Cc: \n
Subject: Public Comment

Name: James H. Alsup Jr.

Date: 10/06/2014

Address

Phone

CityStateZip: Buckeye, Az. 85396

Cell

Docket: Water bill consolidation

DocketNo: sw01303a-09-0343

Utility: Epcor

Position: Pro

Email:

Comments: As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

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

Opinion No. 2014 - 119134

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119132

Date: 10/6/2014

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

Complaint By: **First:** Valerie A **Last:** Firth

Account Name: Valerie A Firth

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone

Nature of Complaint:

From: Util-PublicComment
Sent: Monday, October 06, 2014 12:39 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Valerie A. Firth
Date: 10/06/2014
Address:
Phone:
CityStateZip: Buckeye, Az 85396
Cell:
Docket: Water consolidation
DocketNo: SW-01303a-09-0343
Utility: Epcor
Position: Pro
Email:

Comments: As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

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

Opinion No. 2014 - 119132

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119129

Date: 10/6/2014

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

First:

Last:

Complaint By: Guy

Snider

Account Name: Guy Snider

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR: guysnider@rogers.com

State: AZ Zip: 85396

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Monday, October 06, 2014 9:05 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: guy snider
Date: Oct 6 2014
Address:
Phone:
CityStateZip: Buckeye AZ 85396
Cell:
Docket: SW-01303A-09-0343
DocketNo: SW-01303A-09-0343
Utility: Epcor Water Arizona Inc.
Position: Pro
Email:

Comments: As a resident of Verrado, I would like to respectfully urge each member of the commission to vote in favour of full consolidation of EPCOR's wastewater districts. Thank you for your time and consideration in this critical matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/6/2014

Opinion No. 2014 - 119129

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119128

Date: 10/6/2014

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

First:

Last:

Complaint By: Gloria

Martin

Account Name: Gloria Martin

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip: 85396

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Monday, October 06, 2014 9:02 AM
To: Util-PublicComment
Cc: ç
Subject: Public Comment

Name:Gloria Martin

Date:11/6/2014

Address:

Phone:

CityStateZip:Buckeye, AZ 85396

Cell:none

Docket:

DocketNo:SW-01303A-09-0343

Utility:EPCOR Water Arizona Inc

Position:Pro

Email:ç

Comments:As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

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

Opinion No. 2014 - 119128

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119124

Date: 10/6/2014

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

Complaint By: First: Debbie Last: Sailer

Account Name: Debbie Sailer

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip: 85396

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Sunday, October 05, 2014 6:49 PM
To: Util-PublicComment
Cc: :
Subject: Public Comment

Name:Debbie Sailer
Date:10/06/14
Address
Phone
CityStateZip:Buckeye, AZ 85396
Cell:
Docket:SW-01303A-09-0343
Docket No:
Utility:Epcor Water Arizona Inc
Email:

Comments:As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 10/6/2014

Opinion No. 2014 - 119124

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119122

Date: 10/6/2014

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

First:

Last:

Complaint By: Karen

Grove

Account Name: Karen Grove

Home: ()

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip: 85396

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone: ()

Nature 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

Opinion No. 2014 - 119122

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/6/14 Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 10/6/2014

Opinion No. 2014 - 119121

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119120

Date: 10/6/2014

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

First:

Last:

Complaint By: Cathie

Pitts

Account Name: Cathie Pitts

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip: 85396

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Monday, October 06, 2014 8:27 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Cathie Pitts

Date: 10/7/2014

Address:

Phone:

CityStateZip: Buckeye, AZ 85396

Cell:

Docket: EPCOR CONSOLIDATION

DocketNo: SW-01303A-09-0343

Utility: Epcor Water

Email:

Comments:

As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

"cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter. Cathie Pitts

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10-6-14 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 10/6/2014

Opinion No. 2014 - 119120

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 10/7/2014

Opinion No. 2014 - 119172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 995-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117533

Date: 8/8/2014

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

First:

Last:

Complaint By: Andrew

Neynaber

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Andrew Neynaber

Contact Phone: (602) 995-0000

Nature of Complaint:

EPCOR 09 & 10 Rate cases

Docket no. Sw-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, August 07, 2014 7:59 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Andrew Neynaber
Date: 8/7/2014
Address: 20775
Phone: (602) 995-0000
City/State/Zip: Buckeye, AZ 85396
Cell: (602) 995-0000
Docket: EPCOR Wastewater rate consolidation
Docket No: SW-01303A-09-0343
Utility: EPCOR
Email: andrew.neynaber@epcor.com

Comments: As a resident of Verrado Community, a EPCOR wastewater district customer and as an active voter interested in growth and development in the West Valley, I would like to respectfully request that you fully consolidate all of EPCOR wastewater customers into one rate structure. There are several reasons that full consolidation makes the most sense from both a short and long term perspective. Please consider: A) The West Valley is poised to be the fastest growth area of the Valley of the Sun and will eventually be an economic engine driving revenue growth for the entire Phoenix metro area and indeed, all of Arizona. Water rates are an

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

increasingly significant factor that can either attract or repel such growth. Consolidation would lead to predictable an stable rates and signal that we are serious about attracting business and residential growth. This is increasingly true in light of California's water challenges that are causing California business to look elsewhere for opportunities to avoid high taxes and sky rocketing utility costs. B) There is the issue of fair and equitable payment for infrastructure between all stakeholders in the EPCOR customer base. While Anthem residents gained a state of the art wastewater treatment plant at a time when EPCOR customers were consolidated, those in the Agua Fria district that participated in early payment for the Anthem treatment facility are now left to carry the entire economic burden of the wastewater treatment facility built to service the Agua Fria area. C) The deconsolidation of the water districts is short sighted on the part of those who would seek the short term gain of moderately lower rates at the expense of their Valley neighbors. Over time, it is probable that the Agua Fria district will experience more rapid growth and eventually experience lower per capita rates then the Anthem district. Consolidating the rate structure now will avoid a turning of tables later on. It is in the best interest of Anthem residents long term to consolidate now. For these reasons, I would urge you to vote for full consolidation, bringing all the EPCOR wastewater customers together as one district.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 10/1/2014

Opinion No. 2014 - 117533

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119202

Date: 10/8/2014

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

First:

Last:

Complaint By: Elizabeth

Sabo

Account Name:

Home: (000) 000-0000

Street:

Work:

City:

Buckeye

CBR: 000

State:

AZ Zip: 85396

is:

Utility Company: EPCOR Sewer *AAWC

Division:

sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09 CASE IN FAVOR OF CONSOLIDATION SW-01303A-09-0343

Name: Elizabeth Sabo

Date: 10/8/14

Address

Phone:

CityStateZip: Buckeye, AZ 85326

Cell:

Docket: SW-01303A-09-0343

DocketNo:

Utility: Epcor Water Arizona Inc.

Position: Pro

Email:

Comments: As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 10/8/2014

Opinion No. 2014 - 119202

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2014 - 119203

Date: 10/8/2014

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

Complaint By: First: Susan Last: Cloutier

Account Name: :Susan Cloutier

Home: (000) 000-0000

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09 CASE IN FAVOR OF CONSOLIDATION SW-01303A-09-0343

Name: Susan Cloutier

Date: 10-8-14

Address:

Phone:

CityStateZip: Buckeye, AZ 85396

Cell

Docket: Wastewater Anthem and Agua Fria Districts

DocketNo: SW-01303A-09-0343

Utility: Epcor Water Arizona Inc.

Position: Pro

Email: a

Comments: As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 10/8/2014

Opinion No. 2014 - 119203

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2014 - 119204

Date: 10/8/2014

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

Complaint By: **First:** Clint **Last:** Cary

Account Name: Clint & Tana Cary **Home:** (000) 000-0000

Street: - **Work:**

City: Buckeye **CBR:**

State: AZ **Zip:** 85396 **is:**

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: **Contact Phone:**

Nature of Complaint:

EPCOR 09 CASE IN FAVOR OF CONSOLIDATION SW-01303A-09-0343

Clint & Tana Cary
10/7/14

()
Buckeye AZ 85396

SW-01303A-09-0343
Epcor Water Arizona Inc.
Pro

Comments:As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 10/8/2014

Opinion No. 2014 - 119204

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119177

Date: 10/7/2014

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

First:

Last:

Complaint By: Cindy

Nash

Account Name: Cindy Nash

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

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 -

As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/7/2014

Opinion No. 2014 - 119177

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/7/2014

Opinion No. 2014 - 119178

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119188

Date: 10/8/2014

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

First:

Last:

Complaint By: Daniel

Hosbein

Account Name: Daniel Hosbein

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

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 -

As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/8/2014

Opinion No. 2014 - 119188

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119201

Date: 10/8/2014

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

First:

Last:

Complaint By: Gemma

Ayuban

Account Name: Gemma C.Ayuban

Home: (000) 000-0000

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

EPCOR 09 CASE IN FAVOR OF CONSOLIDATION SW-01303A-09-0343

Name:Gemma C.Ayuban

Date:October 7, 2014

Address:

Phone:

CityStateZip:Buckeye,AZ,85396

Cell:+1

Docket:EPCOR Water Arizona, Inc. #SW-01303A-09-0343

DocketNo:SW-01303A-09-0343

Utility:Epcor Water Arizona Inc.

Position:Pro

Email:gemma_

Comments:As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

you for your time and consideration in this critical matter.
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

DOCKETED
End of Comments

Date Completed: 10/8/2014

Opinion No. 2014 - 119201

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119205

Date: 10/8/2014

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

Complaint By: First: **Stephen** Last: **Wilson**

Account Name: Stephen Wilson

Home: (000) 000-0000

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3109

Nature of Complaint:

EPCOR 09 CASE IN FAVOR OF CONSOLIDATION SW-01303A-09-0343

Name: Stephen Wilson

Date: 10/8/14

Address:

Phone:

CityStateZip: Buckeye, AZ 85396

Cell:

Docket: Docket #: SW-01303A-09-0343

DocketNo:

Utility: Epcor Water Arizona Inc.

Position: Pro

Email:

Comments: As a resident of Verrado, I would like to respectfully urge each member of the Commission to vote in favor of full consolidation of EPCOR's wastewater districts. A decision for full consolidation is the ONLY option which satisfies the Arizona Constitution's mandate for "no discrimination between people and places" for "like and contemporaneous service". This provides scalable, reliable, and equitable pricing in the near- and long-term for an essential service. EPCOR advocates for consolidation, making clear in their testimony that THEY consider their service to be "like and contemporaneous" among their customers. As the provider, the greatest weight must be placed on their assertion. Some cite "cost cause" pricing as justification for inequitable rates. Yet this is not the case for other major utilities, such as electricity and natural gas. In fact, it's not the case currently in place for Agua Fria customers, who collectively distribute costs for multiple and independent components of infrastructure. The Commission's prior decision to deconsolidate Anthem from the greater Agua Fria district was not based on "cost cause" principles, but rather to implement the conditions of a settlement. Cost cause is simply not a reality in today's pricing. Although this decision will be made against a backdrop of claims on all sides, we urge the Commission not to be swayed by short-sighted sentiment. This decision will set us all on a long-term policy

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

course that will have a major impact on the prosperity and growth of the West Valley for years to come. Thank you for your time and consideration in this critical matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 10/8/2014

Opinion No. 2014 - 119205
