

OPEN MEETING AGENDA ITEM

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



0000158771

ARIZONA CORPORATION COMMISSION

To: Docket Control

12/12/14

ORIGINAL

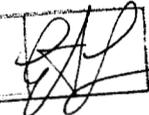
RE: EPCOR Docket # W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 11 customer comments in opposition to consolidation in the above filed case.

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

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED
DEC 16 2014

DOCKETED BY 

RECEIVED
2014 DEC 16 A 10:10
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

COMMENTS NOTED FOR THE RECORD.
End of Comments

Date Completed: 11/18/2014

Opinion No. 2014 - 119739

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 - 119655 Date: 11/13/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

Complaint By: First: Vivian Last: Harshman

Account Name: Vivian and Larry Harshman

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

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

Customer stated that she and her husband were on a limited income. They cannot afford the increases that would come from the consolidation. They have been paying their water and sewage for years and are very happy the way things are. They stated that the increase proposed might cause them to lose their home. Please leave Sun City alone. Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/13/14 Docketed Closed

End of Comments

Date Completed: 11/13/2014

Opinion No. 2014 - 119655

5W-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 - 119418

Date: 10/27/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Mary Gill

Savoren

Account Name: Mary Gill Savoren

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR: ↑

State: AZ Zip: 85351

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED TO CONSOLIDATION DOCKET NO. W-013031-09-0343 SW-013031-09-0343

From: MARYGILLSavoren [mailto:]
Sent: Thursday, October 23, 2014 7:10 AM
To: Util-PublicComment
Cc:
Subject: Fwd: Public Comment

Name: MaryGill Savoren

Date: 08/28/2014

Address:

Phone:

CityStateZip: Sun City, AZ 85351

Cell:

Docket: EPCOR Waste Water Consolidation

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

Utility: Epcor

Position: Con

Email:

Comments: I have lived in Sun City, AZ since 2003. We are a community of retired people, who are all on fixed incomes. What are you trying to do to us? EPCOR took over our water and wastewater several years back and we have had nothing but increases and scare tactics thrown at us since then. The Corporation Commission must be ashamed of themselves by allowing these lobby experts to even suggest any increase whatsoever. STOP this NOW! As the Corporation Commission, an elected group, you should be thrown out and a whole new honest group put in your places. How disgusting that you now are frightening us with a 89% rate increase. This is unacceptable to all of the residents of Sun City. We are frugal. We must be careful of every bit of money we have to survive on. This is wrong and we will fight your unacceptable and illegal tactics every step of the way.

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

10/27/14 DOCKETED CLOSED

End of Comments

Date Completed: 10/27/2014

Opinion No. 2014 - 119418

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 - 119211

Date: 10/9/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By:

Patricia

Weber

Account Name:

Patricia Weber

Home: (000) 000-0000

Street:

N/A

Work: (000) 000-0000

City:

N/A

CBR:

State:

AZ

Zip: N/A

is: E-Mail

Utility Company:

EPCOR Sewer *AAWC

Division:

sewer

Contact Name:

Contact Phone:

Nature of Complaint:

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

From: PATRICIA WEBER [mailto:p]

Sent: Wednesday, October 01, 2014 4:20 PM

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

Cc: Utilities Div - Mailbox

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

DEAR COMMISSIONER:

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

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

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

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

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Sincerely, PATRICIA WEBER

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/9/14 DOCKETED CLOSED

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

End of Comments

Date Completed: 10/29/2014

Opinion No. 2014 - 119211

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119665

Date: 11/13/2014

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

First:

Last:

Complaint By: Danielle

Kopas

Account Name: Danielle Kopas

Home: ()

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone: ()

Nature of Complaint:

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

From: Util-PublicComment
Sent: Wednesday, November 12, 2014 7:22 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Danielle Kopas
Date: 11/12/14
Address:
Phone:
CityStateZip:Suncity az 85373
Cell:
Docket: W-01303A-09-0343
DocketNo: W-01303a-09-0343
Utility: EPCOR
Email: n

Comments: I moved into the Los Rios community August 2013. I budgeted \$80/mth for water, thinking that was going to be excessive but better to be prepared than not. Watering our tiny little Island shaped patch of grass once daily for 5 minutes and the maybe 10 drip systems to various plants for the same time, along with a family of 4(2 adults, and 2 small children) racked up a whopping \$300 in water expenses! When I talked to epcor they basically said oh well u must have a leak. When I refused to let that be the end all be all, I had them test my meter in front of me (which conveniently was accurate) and place a digital meter. Since then our water bill is around \$120/mth... Now how in the world, if we didn't change our habits did our bill drop \$180? Still, an insane cost for water but lower non the less. Also, I have a friend who lives 2 miles from me at 107th and happy valley, she also had epcor for water but city of peoria for waste. Her bill, with having a pool, 5 people in family (2 adults and 3 small kids) and watering her many plants 3 times a day for 5 minutes each time, is her epcor bill \$25 and

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

city of peoria bill \$35? This is ridiculous and needs to be consistent across the board. Please help our communities with these crazy high rates.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

11/13/14 Staff called Ms. Kopas and left a detail message advising that her opinion has been docketed. Staff left name and telephone number if Ms. Kopas would like to discuss this opinion. Jeg

End of Comments

Date Completed: 11/13/2014

Opinion No. 2014 - 119665

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119676

Date: 11/13/2014

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

First:

Last:

Complaint By: Diana

Houlette

Account Name: Diana Houlette

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

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

Name: Diana S Houlette

Date: 11/12/2014

Address:

Phone:

CityStateZip:SUN CITY WEST

Cell:

Docket:

DocketNo:

Utility: EPCOR

Position: Con

Email:

Comments:We are opposed to the EPCOR consolidation. Why are the two Sun Cities being asked to shoulder 100 percent of the consolidation cost with the other three districts getting subsidies. We are small older communities with established water systems. We should not be forced to subsidize new communities. We will be paying attention to this vote. John and Diana Houlette

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 11/13/2014

JW-01303A-09-0343
W-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119780

Date: 11/21/2014

Complaint Description: 08Q EPCOR
N/A Not Applicable

First:

Last:

Complaint By: Edward

Jacewicz

Account Name: Edward Jacewicz

Home: (000) 000-0000

Street: email

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

Docket Nos.: SW-01303A-09-0343 & W-01303A-09-0343

As a retired resident of Sun City, I oppose Consolidation, SIB & Adjuster Mechanisms in EPCOR wastewater & water rate cases.

A homeowner chooses to purchase a home in a particular area based on many factors including the utility rate history, magnitude and expected future rates. Allowing the EPCOR proposed changes is like changing the rules after a game starts. It is not fair or just for anybody. It is especially unfair to impose a system that causes older retired Sun City residents, living on fixed incomes, to pay more so that another district will pay less. EPCOR rates already are higher than most other water companies. The proposed new rates will cause a severe hardship for many Sun City residents.

Please do not allow them to change the rules after the game has started. Please do not approve the EPCOR consolidation proposal.

Edward J. Jacewicz

Sun City, AZ 85351-3825

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/21

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/21/2014

Opinion No. 2014 - 119780

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 11/21/2014

Opinion No. 2014 - 119781

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119909

Date: 12/2/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Helmuth

Hack

Account Name: Helmuth Hack

Home:

Street:

Work: (000) 000-0000

City: Youngtown

CBR:

State: AZ Zip: 85363

is: Home

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

Customer is opposed to consolidation stating that it would be illegal for the Commission to allow EPCOR to consolidate their rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/2/14: Entered for the record and docketed

End of Comments

Date Completed: 12/2/2014

Opinion No. 2014 - 119909

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119931

Date: 12/4/2014

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

First:

Last:

Complaint By: Betty & Bryan Douglas

Account Name: Betty & Bryan Douglas

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED*****

From

Sent: Wednesday, December 03, 2014 10:16 PM

To: bstump@azcc.gov.; Gary Pierce; Susan Bitter Smith; Brenda Burns; Bob Burns

Cc: Utilities Div - Mailbox

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

We would like to voice our objection to some of the multi-part Epcor Water request for rate increases.

The portion of the application for a water and waste water increase should be backed by a solid business case that justifies an increase. If Epcor presents a solid case, then you must decide on what increase is reasonable.

However, the balance of the application, the adjuster mechanisms, the system improvement benefits (SIB) and the consolidation of Sun City with other water districts is unreasonable and should be denied.

Betty and Bryan Douglas

Sun City,

Arizona.85351

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 12/4/2014

Opinion No. 2014 - 119931

5W-01303A-09-0343
W-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119993

Date: 12/8/2014

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

Complaint By: First: John Last: Satchfield

Account Name: John Satchfield

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR: mailto: [redacted]

State: AZ Zip: n/a

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

EPCOR 09-0343 cases opposed to high water bills

My name is John Satchfield. I am in the Air Force stationed at Luke AFB. I moved into the CrossRiver community with my wife and two kids on Oct 3, 2014. We were very excited to move here and thought we had our budget worked out pretty well with our brand new mortgage included. What we didn't count on was having a water bill 4 times higher than every other person in the good ole US of A. As you can imagine we were pretty shocked when we received our first water bill for \$257.00. We live on a 6000 sq ft lot and do not have a pool. We used a total of 7000 gallons of water. As it stands today if we didn't use a drop of water we would still get a bill for \$140 for basic service charges. This can NOT continue. Our community is being taken advantage of with no option of opting out. There is no other water company we can switch to to show our disapproval so we must count on the AZCC to make this right. Im honestly dumbfounded that this has been allowed to happen in the first place. Please let our voices be heard. Thank you for your time and attention to this extremely crucial issue.

Respectfully,
John Satchfield
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed
End of Comments

Date Completed: 12/8/2014

Opinion No. 2014 - 119993

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM
