

OPEN MEETING AGENDA ITEM



0000158778

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

ARIZONA CORPORATION COMMISSION

December 12, 2014

To: Docket Control

ORIGINAL

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

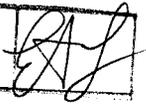
Please docket the attached 31 customer comments in support of consolidation in the above filed case.

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

Filed by: Utilities Division - Consumer Services

Arizona Corporation Commission
DOCKETED

DEC 16 2014

DOCKETED BY 

RECEIVED
2014 DEC 16 A 10:13
AZ CORP COMMISSION
DOCKET CONTROL

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 120058

Date: 12/12/2014

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

Complaint By: First: Donald Last: Peltier

Account Name: Donald Peltier

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO's SW-01301A-09-0343 & W-01301A-09-0343

Customer is in favor of EPCOR consolidation. Customer has read opinions by Sun City resident asking why they need to subsidize the other EPCOR districts. Customer feels that is what his district has been doing all along for Sun City.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Entered for the record and docketed

End of Comments

Date Completed: 12/12/2014

Opinion No. 2014 - 120058

SW-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 - 119992 **Date:** 12/8/2014

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

Complaint By: **First:** Florence **Last:** Meeks

Account Name: Florence Meeks **Home:** (000) 000-0000

Street: -- **Work:**

City: Buckeye **CBR:**

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

Utility Company: EPCOR Water *AAWC

Division:

Contact Name: **Contact Phone:** 555 555 5555

Nature of Complaint:

Docket Nos. SW-01301A-09-0343 & W-01301A-09-0343

To whom it may concern:

As a resident of Verrado and EPCOR wastewater customer, I would like to express my support for the full consolidation of EPCOR wastewater districts, and also urge the Commissioners to consider the following points as they consider their final decision.

Simply put, we need relief. Despite the fact that Sun City is ten times the size of Verrado, our residents will pay nearly 80% of the total wastewater revenue that Sun City does after the January increase. Residents in Sun City have valid concerns, but by no means should those eclipse the real crisis created by today's outrageous rates in Agua Fria.

This issue is not just about current customers, but future ones as well. The impact these rates are having to growth in the West Valley cannot be ignored. Agua Fria has the room, the plans, and the capacity to grow. With the massive investment in Loop 303, developers are already turning their eyes westward. Verrado, as we speak, is preparing to add four thousand homes and ratepayers to our community. Growth is a cycle of strength, but proper economic conditions must be in place for growth to take hold. Without those conditions, growth will not materialize.

EPCOR is one company, providing a common service to all of its customers. There are no unique logistical or staffing requirements for Verrado or other Agua Fria customers, yet we bear a disproportionate share of the cost burden, due almost exclusively to reserved capacity for FUTURE customers. Our customer service center is located in the Sun City district. EPCOR is consolidated in all aspects other than pricing, fostering confusion and conflict among customers and communities. One company; one district; one rate.

With these things in mind, I believe that a vote for full consolidation is the only option that will provide fair, stable, and reasonable rates that allow the West Valley to grow. Thank you for your consideration.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Florence Meers
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/08
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 12/8/2014

Opinion No. 2014 - 119992

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 - 119919

Date: 12/3/2014

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

Complaint By: First: Matthew Last: Blake

Account Name: Matthew Blake

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR: r

State: AZ Zip: 85373

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

The amount of money we pay for water compared to neighboring Epcor water districts is arbitrary and discriminatory. Since we built our home in 2007 our water bill has increased 100% to double what we used to pay when we first moved in. Many of our neighbors like us have a larger 1 inch meter so our bill has been \$35 more each month than those with smaller meters but the same fixture units. The impact to our community has been loss of value because most buyers quickly learn about our water bills being so high and they choose to not purchase mid contract. In order to stay competitive many have lowered the value of their home to sell. A lot of people have walked away from their homes in a strategic decision to unload a bad investment which has created more foreclosures and short sales. Our friends wanted to rent the home next to us, but reconsidered when they heard the water bill would be \$200 per month. We have been trapped in a horrible situation that feels like anti-trust and monopolization. There are hundreds of homes in our community who subsidize the low water bills paid by thousands of homes in neighboring Anthem and Sun City water districts and this is not fair. There needs to be consolidation that is responsible and fair so that everyone pays their fair share of the precious resource we all depend on to live.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/3/14 DOCKETED CLOSED

End of Comments

Date Completed: 12/3/2014

Opinion No. 2014 - 119919

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 - 119902 Date: 12/2/2014

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

Complaint By: First: Tricia Last: Grantham

Account Name: Tricia Grantham 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 # W-01303A-09-0343 SW-01303A-09-0343

My husband and I have lived in CB for 2-1/2 years. Not unlike many residents who relocated here from across the country after retirement, we chose to escape harsh winters. Like many others, we worked hard to put ourselves in a position to buy a home in Corte Bella. In our case, this means maintaining 2 households. Not an easy feat on fixed incomes. We certainly acknowledge that it was choice to do so. What we did not anticipate was paying exorbitant rates for water & water waste. On average, we pay Epcor \$120 a month for these services. In WA, we pay \$70 a month for the same services. The difference is a bit staggering. When I first became aware of the disparity between rates paid by residents in CB & surrounding communities, my first thought was that this can't be legal! And on a personal level, it challenges our ability to stay here. Thanks to the hard work of CB's GAC water team, & many others, solutions to this problem of inequity have been offered. Please do the right thing & support full consolidation & a complete rate case review. Residents of Corte Bella need relief now!
Thank you for your attention.
Tricia Grantham

Sun City West, AZ 85375
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/2/14 DOCKETED CLOSED
End of Comments

Date Completed: 12/2/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 119902

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119893 Date: 12/2/2014

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

Complaint By: First: Frank Last: Billone

Account Name: Frank Billone 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-01303A-09-0343 *****

Received the following -

RE: docket number 09-0343

As a snowbird who owns a home in Corte Bella, (23146 N Loreto Drive) 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 the rule is that the majority rules (WINS), the smaller communities like Corte Bella lose in the short term 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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely

Frank Billone
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: 12/2/2014

Opinion No. 2014 - 119893

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119644

Date: 11/13/2014

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

First:

Last:

Complaint By: Ron and Nancy Wells

Account Name: Ron and Nancy Wells

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 SW-01303A-09-0343 *****

Customer sent the following -

My wife and I moved to Verrado to enjoy our retirement in this neighborhood we fell in love with. We are both retired and live on a fixed income. We have never had a wastewater bill that exceeds our electric or energy bill until we moved to Verrado. We understand there are costs to the utility; however we feel all costs should be shared equally among all of the Epcor consumers. Just because we do not live in an active adult community we should not be gouged by high waster water rates. Electric and gas companies do not follow this practice of segregating districts within the area they serve, why does Epcor practice this? Please please please vote in favor of full consolidation of all Epcor districts. Thank you for your consideration. and have a pleasant day.
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: 11/13/2014

Opinion No. 2014 - 119644

5 W- 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 - 119872

Date: 12/1/2014

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

Complaint By: First: Gayle Last: Davis

Account Name: Gayle Davis

Home: (000) 000-0000

Street: r

Work:

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:

EPCOR 09 CASE IN FAVOR CONSOLIDATION

From: Gayle Davis [mailto:]
Sent: Sunday, November 30, 2014 4:13 PM
To: Utilities Div - Mailbox
Subject: Docket number 09-0343

I am writing in regards to the water and sewage inequity issues that we in Corte Bella are dealing with. The time has come to stop discriminating against us.

I attended the meeting in Sun City, and unfortunately left before the break, as the people around us kept booing and telling us to move if we don't like our water bills. All they could focus on was the percentage that their rate would go up, as opposed to the actual dollar amount. (I highly doubt that an additional \$15 - \$18 per month for Sun City residents would indeed bankrupt those who vehemently complained.)

Our water bills have been \$130 per month IN THE SUMMER WHEN WE WERE NOT EVEN HERE. All of the water that was used was for minimal landscaping, which obviously did not go into the sewers. We have never used the minimum amount of water that we are charged for on our bills. All of my neighbors experience the same thing. How on earth can this inequity exist, when the Arizona constitution plainly states that there shall be no discrimination by any public service?

Why was Anthem allowed to leave, while we were then expected to foot their bill as well?

We are in favor of full consolidation. Please don't discriminate because we are less in numbers. We, too, are retired and on a fixed income. We still need to be heard.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you,

Gayle Davis
Ron Davis

Sun City West, Az 85375
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED
End of Comments

Date Completed: 12/1/2014

Opinion No. 2014 - 119872

SW-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 - 119873

Date: 12/1/2014

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

First:

Last:

Complaint By: Diane DeBoer

Account Name: Diane DeBoer

Home: (000) 000-0000

Street:

Work:

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:

EPCOR 09 CASE IN FAVOR CONSOLIDATION

From: Diane DeBoer [mailto:
Sent: Sunday, November 30, 2014 11:57 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

November 29,, 2014

To: All current and newly elected commissioners

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

My husband and I are residents of the Corte Bella community which is in the Agua Fria Wastewater District served by EPCOR Water Company and we support FULL consolidation of all EPCOR Wastewater Districts.

We were very disappointed that the commission saw fit to hold hearings in the one community that is vehemently opposed to a reasonable and equitable solution. To be impartial the commission needs to either find a neutral location for these hearings or hold hearings in EVERY affected community!

As was pointed out during the public hearing the state constitution requires you to treat all citizens without

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

prejudice, holding the meetings only in Sun City is far from fair.

Our water rates have more than doubled from when we purchased our home in 2006. Arizona American Water sewer service rate was \$2.545 per unit. Current sewer service is \$6.9782 per unit. The majority of this increase has been since EPCOR took over in 2012.

The only fair decision for the commission to make is Full Consolidation.

Diane DeBoer

Sun City West, AZ 85375

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 12/1/2014

Opinion No. 2014 - 119873

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 - 119527

Date: 11/4/2014

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

Complaint By: First: Tisa Last: Walling

Account Name: Tisa Walling

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR: --

State: AZ Zip: 85396

is: Cellular

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

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

To Whom it May Concern; As a resident of Verrado and EPCOR wastewater customer, I would like to express my support for the full consolidation of EPCOR wastewater districts, and also urge the Commissioners to consider the following points as they consider their final decision. Simply put, we need relief. Despite the fact that Sun City is ten times the size of Verrado, our residents will pay nearly 80% of the total wastewater revenue that Sun City does after the January increase. Residents in Sun City have valid concerns, but by no means should those eclipse the real crisis created by today's outrageous rates in Agua Fria. This issue is not just about current customers, but future ones as well. The impact these rates are having to growth in the West Valley cannot be ignored. Agua Fria has the room, the plans, and the capacity to grow. With the massive investment in Loop 303, developers are already turning their eyes westward. Verrado, as we speak, is preparing to add four thousand homes and ratepayers to our community. Growth is a cycle of strength, but proper economic conditions must be in place for growth to take hold. Without those conditions, growth will not materialize. EPCOR is one company, providing a common service to all of its customers. There are no unique logistical or staffing requirements for Verrado or other Agua Fria customers, yet we bear a disproportionate share of the cost burden, due almost exclusively to reserved capacity for FUTURE customers. Our customer service center is located in the Sun City district. EPCOR is consolidated in all aspects other than pricing, fostering confusion and conflict among customers and communities. One company; one district; one rate. With these things in mind, I believe that a vote for full consolidation is the only option that will provide fair, stable, and reasonable rates that allow the West Valley to grow. Thank you for your consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/4/14: Entered for the record and docketed CLOSED

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/4/2014

Opinion No. 2014 - 119527

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 - 119464 Date: 10/29/2014

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

Complaint By: First: Last:
Amy **Gerak**

Account Name: Amy Gerak Home: ' -

Street: Work: (000) 000-0000

City: Buckeye CBR:

State: AZ Zip: n/a is:

Utility Company: **EPCOR Sewer *AAWC**

Division: sewer

Contact Name: Contact Phone:

Nature of Complaint:

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

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:

10/29/14: Entered for the record and docketed CLOSED
End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 10/29/2014

Opinion No. 2014 - 119464

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2014 - 119412

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 - 119416

Date: 10/27/2014

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

First:

Last:

Complaint By:

Claudia

Schell

Account Name:

Claudia Schell

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Buckeye

CBR: 623-792-5992

State:

AZ Zip: 85396

is: Cellular

Utility Company:

EPCOR Sewer *AAWC

Division:

sewer

Contact Name:

Contact Phone:

Nature of Complaint:

FOR CONSOLIDATION DOCKET NO. W-01301A-09-0343 SW-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, October 23, 2014 7:33 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:Claudia Schell
Date:8-23-14
Address:
Phone:
CityStateZip:buckeye, az 85396
Cell.
Docket:SW-01303A-09-0343
DocketNo:SW-01303A-09-0343
Utility:Epcor
Position:Pro
Email

Comments:Our bill is anywhere from 375 to 450. This is crazy. We have fake grass and are very careful with our water. There are two of us in the house
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/27/14 Contacted customer concerning clarification on email. Customer stated that she was pro consolidation and that her comment on the high bill was just to be considered a statement. Did not want comments to be file as a complaint.

10/27/14 DOCKETED CLOSED
End of Comments

Date Completed: 10/27/2014

Opinion No. 2014 - 119416

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone: (602) 364-1065

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119467

Date: 10/30/2014

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

Complaint By: First: Last:
Daryl Veitenheimer

Account Name: Daryl and Tina Veitenheimer

Home: (000) 000-0000

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:

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

CORRESPONDENCE

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

From Daryl and Tina Veitenheimer

Buckeye, AZ 85396

Subject: ACC dockets: W-01303A-09-0343 SW-01303A-09-0343

To Whom it May Concern;

As a resident of Verrado and EPCOR wastewater customer, I would like to express my support for the full consolidation of EPCOR wastewater districts, and also urge the Commissioners to consider the following points as they consider their final decision.

Simply put, we need relief. Despite the fact that Sun City is ten times the size of Verrado, our residents will pay nearly 80% of the total wastewater revenue that Sun City does after the January increase. Residents in Sun City have valid concerns, but by no means should those concerns eclipse the real crisis created by today's outrageous rates in Agua Fria.

This issue is not just about current customers, but future ones as well. The impact these rates are having to growth in the West Valley cannot be ignored. Agua Fria has the room, the plans, and the capacity to grow. With the massive investment in Loop 303, developers are already turning their eyes westward. Verrado, as we

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

speaking, is preparing to add four thousand homes and ratepayers to our community. Growth is a cycle of strength, but proper economic conditions must be in place for growth to take hold. Without those conditions, growth will not materialize.

EPCOR is one company, providing a common service to all of its customers. There are no unique logistical or staffing requirements for Verrado or other Agua Fria customers, yet we bear a disproportionate share of the cost burden, due almost exclusively to reserved capacity for FUTURE customers. Our customer service center is located in the Sun City district. EPCOR is consolidated in all aspects other than pricing, fostering confusion and conflict among customers and communities. One company; one district; one rate.

With these things in mind, I believe that a vote for full consolidation is the only option that will provide fair, stable, and reasonable rates that allow the West Valley to grow. Thank you for your consideration.

Sincerely,
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/30/14 DOCKETED CLOSED
End of Comments

Date Completed: 10/30/2014

Opinion No. 2014 - 119467

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119453 Date: 10/29/2014

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

First: Last:

Complaint By: Marjorie Y Farr

Account Name: Marjorie Y Farr 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 27, 2014 10:09 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Marjorie Y Farr
Date: 10/27/2014
Address:
Phone:
CityStateZip: Buckeye, AZ 85396
Cell:
Docket: SW-01303A-09-0343 EPCOR
DocketNo: SW-01303A-09-0343
Utility: Epcor Water Arizona Inc.
Email:

Comments: To Whom it May Concern; As a resident of Verrado and EPCOR wastewater customer, I would like to express my support for the full consolidation of EPCOR wastewater districts, and also urge the Commissioners to consider the following points as they consider their final decision. Simply put, we need relief. Despite the fact that Sun City is ten times the size of Verrado, our residents will pay nearly 80% of the total wastewater revenue that Sun City does after the January increase. Residents in Sun City have valid concerns, but by no means should those eclipse the real crisis created by today's outrageous rates in Agua Fria. This issue is not just about current customers, but future ones as well. The impact these rates are having to growth in the West Valley cannot be ignored. Agua Fria has the room, the plans, and the capacity to grow. With the massive investment in Loop 303, developers are already turning their eyes westward. Verrado, as we speak, is preparing to add four thousand homes and ratepayers to our community. Growth is a cycle of strength, but proper economic conditions must be in place for growth to take hold. Without those conditions, growth will not materialize. EPCOR is one company, providing a common service to all of its customers. There are no unique logistical or staffing

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

requirements for Verrado or other Agua Fria customers, yet we bear a disproportionate share of the cost burden, due almost exclusively to reserved capacity for FUTURE customers. Our customer service center is located in the Sun City district. EPCOR is consolidated in all aspects other than pricing, fostering confusion and conflict among customers and communities. One company; one district; one rate. With these things in mind, I believe that a vote for full consolidation is the only option that will provide fair, stable, and reasonable rates that allow the West Valley to grow. Thank you for your consideration.

Second emailed received from the same address.

From: Util-PublicComment
Sent: Monday, October 27, 2014 10:11 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:Julie Hart
Date:10/27/2014
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:
End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

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

Date Completed: 10/29/2014

Opinion No. 2014 - 119453

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119452

Date: 10/29/2014

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

First:

Last:

Complaint By: James

Rashid

Account Name: James Rashid

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 27, 2014 9:49 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: James Rashid
Date: 10/27/2014
Address:
Phone
CityStateZip: Buckeye, AZ 85396
Cell:
Docket: Epcor Water Arizona Inc.
DocketNo: SW-01303A-09-0343
Utility: Epcor Water Arizona Inc.
Position: Pro
Email:

Comments: To Whom it May Concern; As a resident of Verrado and EPCOR wastewater customer, I would like to express my support for the full consolidation of EPCOR wastewater districts, and also urge the Commissioners to consider the following points as they consider their final decision. Simply put, we need relief. Despite the fact that Sun City is ten times the size of Verrado, our residents will pay nearly 80% of the total wastewater revenue that Sun City does after the January increase. Residents in Sun City have valid concerns, but by no means should those eclipse the real crisis created by today's outrageous rates in Agua Fria. This issue is not just about current customers, but future ones as well. The impact these rates are having to growth in the West Valley cannot be ignored. Agua Fria has the room, the plans, and the capacity to grow. With the massive investment in Loop 303, developers are already turning their eyes westward. Verrado, as we speak, is preparing to add four thousand homes and ratepayers to our community. Growth is a cycle of strength, but proper economic conditions must be in place for growth to take hold. Without those conditions, growth will not materialize. EPCOR is one

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

company, providing a common service to all of its customers. There are no unique logistical or staffing requirements for Verrado or other Agua Fria customers, yet we bear a disproportionate share of the cost burden, due almost exclusively to reserved capacity for FUTURE customers. Our customer service center is located in the Sun City district. EPCOR is consolidated in all aspects other than pricing, fostering confusion and conflict among customers and communities. One company; one district; one rate. With these things in mind, I believe that a vote for full consolidation is the only option that will provide fair, stable, and reasonable rates that allow the West Valley to grow. Thank you for your consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 10/29/2014

Opinion No. 2014 - 119452

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119451

Date: 10/29/2014

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

First:

Last:

Complaint By: Brad

Eyben

Account Name: Brad Eyben

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 27, 2014 8:18 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:Brad Eyben
Date:October 27,2014
Address:
Phone:
CityStateZip:Buckeye
Cell:
Docket:SW-01303A-09-0343
DocketNo:SW-01303A-09-0343
Utility:Epcor Water Arizona Inc.
Position:Pro
Email:

Comments: I o Whom it May Concern; As a resident of Verrado and EPCOR wastewater customer, I would like to express my support for the full consolidation of EPCOR wastewater districts, and also urge the Commissioners to consider the following points as they consider their final decision. Simply put, we need relief. Despite the fact that Sun City is ten times the size of Verrado, our residents will pay nearly 80% of the total wastewater revenue that Sun City does after the January increase. Residents in Sun City have valid concerns, but by no means should those eclipse the real crisis created by today's outrageous rates in Agua Fria. This issue is not just about current customers, but future ones as well. The impact these rates are having to growth in the West Valley cannot be ignored. Agua Fria has the room, the plans, and the capacity to grow. With the massive investment in Loop 303, developers are already turning their eyes westward. Verrado, as we speak, is preparing to add four thousand homes and ratepayers to our community. Growth is a cycle of strength, but proper economic conditions must be in place for growth to take hold. Without those conditions, growth will not materialize. EPCOR is one

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

company, providing a common service to all of its customers. There are no unique logistical or staffing requirements for Verrado or other Agua Fria customers, yet we bear a disproportionate share of the cost burden, due almost exclusively to reserved capacity for FUTURE customers. Our customer service center is located in the Sun City district. EPCOR is consolidated in all aspects other than pricing, fostering confusion and conflict among customers and communities. One company; one district; one rate. With these things in mind, I believe that a vote for full consolidation is the only option that will provide fair, stable, and reasonable rates that allow the West Valley to grow. Thank you for your consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 10/29/2014

Opinion No. 2014 - 119451

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119450

Date: 10/29/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: William Gumpenberger

Account Name: William Gumpenberger

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 27, 2014 7:01 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: William Gumpenberger

Date: 10/27/2014

Address

Phone:

CityStateZip: Buckeye

Cell:

Docket: Epcor Water Arizona Inc

DocketNo: SW-01303A-09-0343

Utility: Epcor

Position: Pro

Email:

Comments: To Whom it May Concern; As a resident of Verrado and EPCOR wastewater customer, I would like to express my support for the full consolidation of EPCOR wastewater districts, and also urge the Commissioners to consider the following points as they consider their final decision. Simply put, we need relief. Despite the fact that Sun City is ten times the size of Verrado, our residents will pay nearly 80% of the total wastewater revenue that Sun City does after the January increase. Residents in Sun City have valid concerns, but by no means should those eclipse the real crisis created by today's outrageous rates in Agua Fria. This issue is not just about current customers, but future ones as well. The impact these rates are having to growth in the West Valley cannot be ignored. Agua Fria has the room, the plans, and the capacity to grow. With the massive investment in Loop 303, developers are already turning their eyes westward. Verrado, as we speak, is preparing to add four thousand homes and ratepayers to our community. Growth is a cycle of strength, but proper economic conditions must be in place for growth to take hold. Without those conditions, growth will not materialize. EPCOR is one

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

company, providing a common service to all of its customers. There are no unique logistical or staffing requirements for Verrado or other Agua Fria customers, yet we bear a disproportionate share of the cost burden, due almost exclusively to reserved capacity for FUTURE customers. Our customer service center is located in the Sun City district. EPCOR is consolidated in all aspects other than pricing, fostering confusion and conflict among customers and communities. One company; one district; one rate. With these things in mind, I believe that a vote for full consolidation is the only option that will provide fair, stable, and reasonable rates that allow the West Valley to grow. Thank you for your consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 10/29/2014

Opinion No. 2014 - 119450

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119449

Date: 10/29/2014

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

First:

Last:

Complaint By: Catherine

Whitson

Account Name: Catherine Whitson

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 27, 2014 6:58 AM
To: Util-PublicComment
Subject: Public Comment

Name:Catherine Whitson
Date:October 27. 2014
Address:
Phone:
CityStateZip:Buckeye, AZ 85396
Cell:
Docket:
DocketNo:SW-01303A-09-0343
Utility:Epcor Water Arizona Inc.
Position:Pro
Email:

Comments:To Whom it May Concern; As a resident of Verrado and EPCOR wastewater customer, I would like to express my support for the full consolidation of EPCOR wastewater districts, and also urge the Commissioners to consider the following points as they consider their final decision. Simply put, we need relief. Despite the fact that Sun City is ten times the size of Verrado, our residents will pay nearly 80% of the total wastewater revenue that Sun City does after the January increase. Residents in Sun City have valid concerns, but by no means should those eclipse the real crisis created by today's outrageous rates in Agua Fria. This issue is not just about current customers, but future ones as well. The impact these rates are having to growth in the West Valley cannot be ignored. Agua Fria has the room, the plans, and the capacity to grow. With the massive investment in Loop 303, developers are already turning their eyes westward. Verrado, as we speak, is preparing to add four thousand homes and ratepayers to our community. Growth is a cycle of strength, but proper economic conditions must be in place for growth to take hold. Without those conditions, growth will not materialize. EPCOR is one company, providing a common service to all of its customers. There are no unique logistical or staffing

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

requirements for Verrado or other Agua Fria customers, yet we bear a disproportionate share of the cost burden, due almost exclusively to reserved capacity for FUTURE customers. Our customer service center is located in the Sun City district. EPCOR is consolidated in all aspects other than pricing, fostering confusion and conflict among customers and communities. One company; one district; one rate. With these things in mind, I believe that a vote for full consolidation is the only option that will provide fair, stable, and reasonable rates that allow the West Valley to grow. Thank you for your consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 10/29/2014

Opinion No. 2014 - 119449

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119448 Date: 10/29/2014

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

First: Last:

Complaint By: Jeff 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:

From: Util-PublicComment
Sent: Sunday, October 26, 2014 8:36 PM
To: Util-PublicComm
Cc: b
Subject: Public Comment

Name: Jeff Byers
Date: 10/26/14
Address
Phone
CityStateZip: Buckeye, AZ 85396
Cell:
Docket:
DocketNo: SW-01303A-09-0343
Utility: Epcor Water Arizona Inc.
Position: Pro
Email:

Comments: To Whom it May Concern; As a resident of Verrado and EPCOR wastewater customer, I would like to express my support for the full consolidation of EPCOR wastewater districts, and also urge the Commissioners to consider the following points as they consider their final decision. Simply put, we need relief. Despite the fact that Sun City is ten times the size of Verrado, our residents will pay nearly 80% of the total wastewater revenue that Sun City does after the January increase. Residents in Sun City have valid concerns, but by no means should those eclipse the real crisis created by today's outrageous rates in Agua Fria. This issue is not just about current customers, but future ones as well. The impact these rates are having to growth in the West Valley cannot be ignored. Agua Fria has the room, the plans, and the capacity to grow. With the massive investment in Loop 303, developers are already turning their eyes westward. Verrado, as we speak, is preparing to add four thousand homes and ratepayers to our community. Growth is a cycle of strength, but proper economic conditions must be in place for growth to take hold. Without those conditions, growth will not materialize. EPCOR is one

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

company, providing a common service to all of its customers. There are no unique logistical or staffing requirements for Verrado or other Agua Fria customers, yet we bear a disproportionate share of the cost burden, due almost exclusively to reserved capacity for FUTURE customers. Our customer service center is located in the Sun City district. EPCOR is consolidated in all aspects other than pricing, fostering confusion and conflict among customers and communities. One company; one district; one rate. With these things in mind, I believe that a vote for full consolidation is the only option that will provide fair, stable, and reasonable rates that allow the West Valley to grow. Thank you for your consideration. Sincerely, Jeff Byers
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 10/29/2014

Opinion No. 2014 - 119448

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119447 Date: 10/29/2014

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

First:

Last:

Complaint By: Joseph Adam Rodriquez

Account Name: Joseph Adam Rodriquez

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip: 85396

is: Cellular

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Sunday, October 26, 2014 5:45 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Joseph Adam Rodriguez
Date: 10.26.14
Address:
Phone:
CityStateZip: 85396
Cell: 7176827729
Docket: SW-01303A-09-0343
DocketNo:
Utility: Epcor Water Arizona Inc.
Position: Pro
Email:

Comments: To Whom it May Concern; As a resident of Verrado and EPCOR wastewater customer, I would like to express my support for the full consolidation of EPCOR wastewater districts, and also urge the Commissioners to consider the following points as they consider their final decision. Simply put, we need relief. Despite the fact that Sun City is ten times the size of Verrado, our residents will pay nearly 80% of the total wastewater revenue that Sun City does after the January increase. Residents in Sun City have valid concerns, but by no means should those eclipse the real crisis created by today's outrageous rates in Agua Fria. This issue is not just about current customers, but future ones as well. The impact these rates are having to growth in the West Valley cannot be ignored. Agua Fria has the room, the plans, and the capacity to grow. With the massive investment in Loop 303, developers are already turning their eyes westward. Verrado, as we speak, is preparing to add four thousand homes and ratepayers to our community. Growth is a cycle of strength, but proper economic conditions must be in place for growth to take hold. Without those conditions, growth will not materialize. EPCOR is one

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

company, providing a common service to all of its customers. There are no unique logistical or staffing requirements for Verrado or other Agua Fria customers, yet we bear a disproportionate share of the cost burden, due almost exclusively to reserved capacity for FUTURE customers. Our customer service center is located in the Sun City district. EPCOR is consolidated in all aspects other than pricing, fostering confusion and conflict among customers and communities. One company; one district; one rate. With these things in mind, I believe that a vote for full consolidation is the only option that will provide fair, stable, and reasonable rates that allow the West Valley to grow. Thank you for your consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 10/29/2014

Opinion No. 2014 - 119447

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119438

Date: 10/28/2014

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

First:

Last:

Complaint By: Brad

Schaade

Account Name: Brad Schaade

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: Sunday, October 26, 2014 9:06 AM
To: Util-PublicComment
Subject: Public Comment

Name:Brad Schaade

Date:10/26/2014

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 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:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 10/28/2014

Opinion No. 2014 - 119438

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119440 Date: 10/28/2014

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

First:

Last:

Complaint By: Christopher Stalberg

Account Name: Christopher Stalberg

Home:

Street:

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip: 85386

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Sunday, October 26, 2014 1:53 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Christopher Stalberg
Date: 10/26/2014
Address
Phone: 6
CityStateZip: Buckeye, Arizona 85386=7693
Cell: 6233082740
Docket: Epcor Water Arizona
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:

.

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 10/28/2014

Opinion No. 2014 - 119440

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119433

Date: 10/28/2014

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

First:

Last:

Complaint By: Garrett

Penton

Account Name: Garrett Penton

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: Saturday, October 25, 2014 9:00 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Garrett Penton

Date: 10/25/2014

Address

Phone:

CityStateZip: Buckeye, az, 85396

Cell:

Docket:

DocketNo: SW-01303A-09-0343

Utility: Epcot 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:

.

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 10/28/2014

Opinion No. 2014 - 119433

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119431

Date: 10/28/2014

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

First:

Last:

Complaint By: Tom

Moeller

Account Name: Tom & Carol Moeller

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: Saturday, October 25, 2014 2:48 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Tom & Carol Moeller
Date: Oct. 25, 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:

.

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED

End of Comments

Date Completed: 10/28/2014

Opinion No. 2014 - 119431

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119430

Date: 10/28/2014

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

First:

Last:

Complaint By: Michael Sadlowski

Account Name: Michael Sadlowski

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: Saturday, October 25, 2014 10:37 AM
To: Util-PublicComment
Cc: r
Subject: Public Comment

Name: Michael Sadlowski

Date: 25 Oct 2014

Address

Phone:

City/State/Zip: Buckeye, AZ, 85396

Cell: (803) 665-5117

Docket: Consolidation of EPCOR's wastewater rates

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. Michael Sadlowski
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 10/28/2014

Opinion No. 2014 - 119430

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119429

Date: 10/28/2014

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

First:

Last:

Complaint By: Guillermo

Ventura

Account Name: Guillermo Ventura

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: Saturday, October 25, 2014 10:20 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name:Guillermo Ventura

Date:25Oct2014

Address

Phone:4

CityStateZip:Buckeye AZ 85396

Cell:

Docket:SW-01303A-09-0343

DocketNo:SW-01303A-09-0343

Utility:Epcor Water Arizona Inc

Position:Pro

Email:

Comments:I strongly urge the Arizona Corporation Commission to vote in favor of consolidation. We should not pay more (water/sewer bill) because of our location and situation. We have been a resident of Verrado since 2006; deconsolidation should stop now, we have been burdened enough. We should not be singled out, this is outright discrimination.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 10/28/2014

Opinion No. 2014 - 119429

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119434 Date: 10/28/2014

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

First:

Last:

Complaint By: Bridget Penton

Account Name: Bridget Penton

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: Saturday, October 25, 2014 9:01 PM
To: Util-PublicComment
Subject: Public Comment

Name: Bridget Penton
Date: 10/25/2014
Address:
Phone:
CityStateZip: Buckeye, az, 85396
Cell:
Docket:
DocketNo: SW-01303A-09-0343
Utility: Epcot 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

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:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 10/28/2014

Opinion No. 2014 - 119434

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 - 119803

Date: 11/24/2014

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

First:

Last:

Complaint By: Steve E

Nixon

Account Name: Steve E Nixon

Home: (000) 000-0000

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:

DOCKET NO. SW-01303A-09-0343 S-01303A-09-0343 IN FAVOR

From: STEVE NIXON [mailto:|
Sent: Monday, November 24, 2014 2:11 PM
To: Utilities Div - Mailbox
Cc: Smith, Diane; Nixon, Linda & Steve
Subject: DOCKET 09-0343

11-25-14 Meeting with ACC Commissioners

November 24, 2014

To the ACC Commissioners:

My name is Steven E Nixon, I have recently (Oct 29, 2014) purchased a property at Greenville Ohio and presently I'm in Ohio and will be unable to attend the 11-25-14 meeting. My background is a Professional Engineer and retired as former City Engineer for the City of Greenville Ohio. I am for 100% full consolidation and a speedy full rate case. Unfortunately for me I was not aware of the fact that Corte Bella Residents pay the highest water and wastewater rates in the country until after I purchased the property. I began to investigate on the web, learned the history of the aqua fria/anthem districts split, the lower rates paid by the other sun cities and what resulted as inequities. I completely agree with EPCOR and the GAC Committee of Corte Bella that full Consolidation is the only answer to resolve this mess. I for one, as a new property owner, fear property values will devalue in Corte Bella, if this is not resolved in an expedited manner. I appreciate the time you have given me to express my concerns.

Steven E Nixon

Greenville Ohio 45331

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 11/24/2014

Opinion No. 2014 - 119803

SW-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 - 119994

Date: 12/8/2014

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

First:

Last:

Complaint By: Kimberley

Benach

Account Name: Kimberley Benach

Home: (000) 000-0000

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket Nos. SW-01301A-09-0343 & W-01301A-09-0343

To whom it may concern:

As a resident of Verrado and EPCOR wastewater customer, I would like to express my support for the full consolidation of EPCOR wastewater districts, and also urge the Commissioners to consider the following points as they consider their final decision.

Simply put, we need relief. Despite the fact that Sun City is ten times the size of Verrado, our residents will pay nearly 80% of the total wastewater revenue that Sun City does after the January increase. Residents in Sun City have valid concerns, but by no means should those eclipse the real crisis created by today's outrageous rates in Agua Fria.

This issue is not just about current customers, but future ones as well. The impact these rates are having to growth in the West Valley cannot be ignored. Agua Fria has the room, the plans, and the capacity to grow. With the massive investment in Loop 303, developers are already turning their eyes westward. Verrado, as we speak, is preparing to add four thousand homes and ratepayers to our community. Growth is a cycle of strength, but proper economic conditions must be in place for growth to take hold. Without those conditions, growth will not materialize.

EPCOR is one company, providing a common service to all of its customers. There are no unique logistical or staffing requirements for Verrado or other Agua Fria customers, yet we bear a disproportionate share of the cost burden, due almost exclusively to reserved capacity for FUTURE customers. Our customer service center is located in the Sun City district. EPCOR is consolidated in all aspects other than pricing, fostering confusion and conflict among customers and communities. One company; one district; one rate.

With these things in mind, I believe that a vote for full consolidation is the only option that will provide fair, stable, and reasonable rates that allow the West Valley to grow. Thank you for your consideration.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Kimberley Benach
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/08
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 12/8/2014

Opinion No. 2014 - 119994

SW-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 - 120033

Date: 12/10/2014

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

First:

Last:

Complaint By: Petition

Petition

Account Name: Petition Petition

Home: (000) 000-0000

Street: na

Work:

City: Tucson

CBR:

State: AZ Zip: 85701

is:

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

(Docket Nos. SW-1303A-09-0343 & W-1303A-09-0343)

Four Opinions in Favor of Full Consolidation- from the WATER ACTION COMMITTEE

Brent Miller
Pamela Tait
Deane H. Koyanagi
Jana Hester

Dear Sir or Madam;

Respectfully urge the Commissioners of the Arizona Corporation Commission (ACC) to vote for full consolidation of the wastewater districts under EPCOR management in the Phoenix metro area to include: Agua Fria, Anthem Sun City, and Sun City west. In support of this decision, I urge you to consider the following;

Verrado and other Agua Fria ratepayers are unduly impacted by the current deconsolidated structure, paying 300% of normal rates for Metro Phoenix. That deconsolidation rates are negatively impacting the growth and development of our community. That everyone benefits from the growth and development of greater Phoenix, and that fully consolidated cost-sharing, where feasible, is fair and reasonable. That a simplified rate structure with full consolidation works to the long-term advantage of all ratepayers, regardless of district. Costs of future repairs, upgrades, maintenance, and growth will be distributed across a much larger ratepayer group with full consolidation, reducing the impact to any single ratepayer.

Thank you for your time and consideration on this extremely important matter.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Brent Miller
Verrado Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/10
Emailed to the Phoenix ACC office to be docketed.
FILE CLOSED.
End of Comments

Date Completed: 12/10/2014

Opinion No. 2014 - 120033

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 - 119820

Date: 11/25/2014

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

Complaint By: **First:** Sofia **Last:** Sparacia

Account Name: Sofia Sparacia

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ **Zip:** n/a

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

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

From: Sofia Sparacia [mailto:]
Sent: Saturday, November 22, 2014 1:31 PM
To: Utilities Div - Mailbox
Subject: Docket nos. w-01303a-09-034 sw-01303a-0-0343

To whom this may concern:

Water. We NEED it to survive. Does that mean the people who provide it for us, the ones who should care because their families need it just as badly, should be able to ROB US? I don't think so. That is what they are doing, Epcor is robbing these families, our communities because they know there is nothing we can do about it. It's very disturbing to know people just like me are capable of charging so much just because they can get away with it and make my money that I should have been able to save and use for Christmas this year. Instead it's going to someone who doesn't deserve it... A selfish human being. I should be able to give my family more but spending DOUBLE on water bills than what my mother pays on her water bill (mind you she has a 3,000 sq ft home with a half acre lot and a diving pool) does not give me the opportunity to give more.

This may be all over the place but it boils my blood knowing we are getting robbed. My neighbors, my friends. Please resolve this issue and get Epcor to either get the morals straightened out or get them out of business.

Sofia Sparacia

Sent from my iPhone
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

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

Date Completed: 11/25/2014

Opinion No. 2014 - 119820
