



0000161384

Teresa

WS-01303A-14-0010

From:

Antoinette F <mulligan1996@msn.com>

Sent:

Monday, March 09, 2015 8:30 AM

To:

BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web

Subject:

(Tubac Water District Rate Increase

ORIGINAL

RECEIVED

Arizona Corporation Commission

DOCKETED

AZ CORP COMMISSION
DOCKET CONTROL

MAR 11 2015

DOCKETED BY

Dear Commissioners:

My name is Antoinette Frey, and I am a Tubac resident and a customer of Epcor. I am writing to you today to tell you about my concern regarding the water rate increase.

We are not your typical Tubac residents; we are a family of four with a single family income - it is our ONLY source of income. My husband works locally, and we were required to purchase a home in Tubac due to his employment. We have lived in Tubac since 2004.

I homeschool our two children due to medical reasons, and I intend to homeschool them through the twelfth grade. Due to being on a single income, we have to limit our expenditures and stick to a tight budget. Vacations are once every three years, and that is only because the hotel room is paid for by my husband's employer; otherwise, we would not be able to afford to go. Going to the movies - done that twice since 2004. Extracurricular activities - none. I do the best that I can "entertaining" my children at home through homeschooling and the power of the internet in order to save money.

Since we are on a restrictive diet of 99% plants and meats, we eat 99% of our meals at home. Getting a footlong sandwich for our girls at Subway is our "splurge." We wanted to re-start our garden this year, but we won't be able to do so since we can't afford the water to water the food we need for our meals.

Since we are home the majority of time, we use a lot of water. We have done what we can to reduce our water consumption with low flow toilets and showerheads, and we are seeking a high efficiency washing machine since our current twelve year old model sounds like a truck parked in our laundry room. Our landscape is xeriscaped.

In addition, we can't afford a well. Due to the recession, my husband's pay has been reduced 20% in late 2008. Saving for our children's college is not even an option. And this year, we lost our employer provided medical insurance (we lost our dental insurance in 2008), and we are now paying \$800 a month for medical-only with a \$6,500 deductible. As I stated, I homeschool due to medical reasons, and my husband's income is our only source of income.

Increasing our water rates 67% will be a shock to our already tight budget. What do we give up in order to have water? What more is there to give up? Please don't increase our water rates 67%. We simply can't afford it. We can't afford to move, nor are we allowed to move from the area. Even if we could move, we would have to sell our house far below what we paid, plus who would buy a house with water rates that are so "extravagant." Epcor knew they would not profit in our area when they purchased our water district. This is an expense they knew about, and they need to accept this expense as part of business as much as I have accepted living on a tight budget and paying \$800 a month in medical-only insurance. As a business, they need to cut expenses elsewhere to make up for the loss they are experiencing here in Tubac.

Thank you,
Antoinette Frey
(520) 398-8343

Teresa Tenbrink

From: Warren Tyler <twrose85@gmail.com>
Sent: Sunday, March 08, 2015 9:32 PM
To: BitterSmith-Web
Subject: Epcor Water - Tubac rate case

Commissioner Susan Bitter Smith
Arizona Corporation Commission

Dear Commissioner Smith,

We are residents of Tubac, Arizona, of long standing. The proposal of Epcor to raise our water rates is an outrage and has no factual basis to support such a move.

When Epcor purchased the The Tubac Water District from Arizona American Water, they had full knowledge of the (now resolved) water quality problems. We have paid for the work that was done and now they want us to keep paying in the form of an increased rate that will go on forever, until they ask for an even higher rate. This is the typical scam of utilities everywhere and we citizens depend on our regulatory commissions to keep them in check.

What is needed is a principle to be advanced by yourselves to level the rate charged over the consolidated districts served (?) by Epcor.

We will look to you for protection from the predatory practices of Utility providers across the board.

Sincerely,

Warren and Rose Tyler
18 Latigo Lane
Tubac, AZ 85646

Teresa Tenbrink

From: Jerry <jstipp25@yahoo.com>
Sent: Sunday, March 08, 2015 4:09 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: EPCOR'S Proposed Rate Increase for the Tubac District

Dear Commissioner:

I am writing to protest the proposed water rate increase for the Tubac Water District. I have read that the rate changes for four other districts range from 9.685 to 46.4% and then Tubac comes in at 90%. I think that all 603 customers in the Tubac District value water, and are willing to pay our FAIR SHARE, but 90% compared to 9.6% in Paradise Valley is outrageous. Would it not make more sense for EPCOR to spread the increase costs over 5 water districts so that the impact to individual households would not be so extreme - please consider this alternative and vote against EPCOR'S proposed rate increases!

Sincerely,
Jerry J. Stipp

Teresa Tenbrink

From: Elizabeth Palmer <epalmnoandso@gmail.com>
Sent: Sunday, March 08, 2015 3:52 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: Epcor proposed water rate increase in Tubac, Az.

With all due respect to the Addressees:

In regard to the proposed rate increase, it seems unconscionable that the Arizona Constitution would be subverted by simple dictatorial waving of wands by the powers that be with regard to our water consumption. An utter disregard for the rule of law, and a penalizing of a small group of retirees, for the most part, here in this neighborhood of Tubac, Arizona. These highway robbery actions, as proposed, will not be forgotten or long endured. Three to Four times higher rates than Mohave, Paradise Valley, and Sun City - who thinks these things up? What is the justification for such an outrageous penalty applied to Tubac?

May good common sense and fairness be restored to those of altered mind states - those who wish to penalize - may their actions be returned to them a thousand-fold - good or ill!, It is definitely their choice - I pray for fairness to prevail, I send a vote of peace and goodwill and equitable rate fees to all Epcor customers.

Elizabeth Palmer
Tubac, Az. 85646

Teresa Tenbrink

From: Gillian Brooks <gsbrooks21@yahoo.com>
Sent: Sunday, March 08, 2015 3:51 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: Rate Increase for Tubac Water District

Dear Commissioner:

I am writing in protest of the proposed water rate increase for the Tubac Water District. My understanding is that the rates for four other districts ranges from 9.685 to 46.4% and then Tubac comes in at 90%. When EPCOR purchased Arizona-American Water it must have been blatantly obvious what they were buying including the knowledge of building an arsenic treatment facility. This information would naturally figure into the purchase price. It seems unreasonable to now try to cover this cost and other expenses through a 90% INCREASE. I think that all 603 customers in the Tubac District value water, knowing that we are all desert dwellers, and are willing to pay our FAIR SHARE, but 90% compared to 9.6% in Paradise Valley is outrageous.

Since I am a one inch metered valve user (residential), I also find it outrageous to pay \$50 every month just to use that valve for which I already had to pay extra when it was installed. This has nothing to do with the amount of water used, but the use of a valve already bought and paid for - that is also outrageous!

Please vote against EPCOR's proposed rate changes or at the very least make the increases fair across the board.

Sincerely,
Gillian S. Brooks
Tubac Resident since 1999

Teresa Tenbrink

From: rmlovely@aol.com
Sent: Saturday, March 07, 2015 12:21 PM
To: BitterSmith-Web
Subject: Epcor WaArizona - Tubac Rate Case

We arrived in Tubac in June 2002 and tried to get permission to build a well as we considered the water rates at that time were very high. Our request was denied.

Now Epcor is proposing to increase our rates by 66.57%. Epcor knew full well when they purchased the Tubac Water District from AAW that revenue didn't cover expenses unless they increased the rates. So why did they buy it? With this increase Tubac customers will be paying 3.7 times what Paradise Valley and Sun City customers pay for 5/8 inch metered water.

And, it seems that Epcor has no incentive to cut costs. When we first arrived in Tubac AAW had one lady and truck servicing the area. Now we have several trucks and personnel doing the same job. Why not read meters every two months to cut costs and get rid of some of the overhead. Or do they consider they have a monopoly and can do as they please?.

We are requesting The Arizona Corporation Commission to deny Epcor this 66.57% increase and see that Tubac, Arizona residents pay an equitable amount for utilities.

Thank you.

Teresa Tenbrink

From: Carl Hunter <kandcarl7@gmail.com>
Sent: Saturday, March 07, 2015 12:20 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web; kandcarl7@gmail.com
Subject: EPCOR WATER ARIZONA - Tubac Rate Increase

Dear Ms Bitter Smith, Mr Burns, Mr Stump, Mr Little, Mr Forese,

As a resident in Tubac, and a customer of EPCOR Water, I am asking you to help stop the unreasonable 66% rate increase to the cost of our water requested by EPCOR recently.

As Commissioners of our Arizona Corporation Commission, you have both the responsibility to see that all residents pay an equitable amount for their water, as well as the ability to ensure that it happens. Tubac residents already pay more than others for water.

EPCOR Water Arizona knew, in advance of their purchase, the small customer base in Tubac and the cost penalties associated with that location. In our competitive business world, it is absolutely unethical for a company to submit a very low price just to win the contract, but have a plan to request a huge rate increase in near future.

Every business deserves rate increases that recover costs of inflation, so EPCOR certainly deserves something. But a 66% increase is not deserved. That huge amount is obviously meant to recover costs that were known, but ignored, by them when the original purchase contract was finalized.

Please help us in this important matter. The affected Tubac area is made up of mainly retired people who will find it difficult to pay such a huge increase.

Thank you for your help,
Carl M. Hunter
7 Tubatama Ct.
Tubac, AZ 85646

Teresa Tenbrink

From: Jan Delaney <jandelaney111@gmail.com>
Sent: Saturday, March 07, 2015 11:20 AM
To: BitterSmith-Web
Subject: EPCOR WATER RATE INCREASE / RATE SHOCK

I am outraged to learn that Epcor water is planning to increase water rates by 66.57%!

I have not received a 66.57% increase in my Social Security check.

Please deal with this matter in a fair and equitable manner for the citizens of Tubac, Az.

Thank you.

Janet Delaney

76 Palmas Court, Tubac, Az 85646

Teresa Tenbrink

From: Maureen King <obrienking@earthlink.net>
Sent: Saturday, March 07, 2015 10:38 AM
To: BitterSmith-Web
Cc: RBurns-Web; Stump-Web; Little-web@azcc.web; Forese-Web; RTBNMBAZ@aol.com
Subject: proposed water rate increase by Epcor

To the Commissioners,

An increase in the water rates of 66% as proposed by EPCOR WATER in the Tubac area would be devastating to many people who live here. This is not a wealthy community and many older people here are just barely getting by. Younger people with families are also struggling, especially given the lower wages paid in Santa Cruz county.

EPCOR WATER was well aware of the environment here when they purchased the local water company. It is not fair or equitable for the people here to pay 2 or 3 times what other districts are paying for something as basic as water.

I appreciate your help and I hope that you will support us.

Sincerely
John King
Tubac

Teresa Tenbrink

From: E C Shute Jr <travelshutes@gmail.com>
Sent: Saturday, March 07, 2015 9:08 AM
To: BitterSmith-Web
Subject: Epcor rate increase request in Tubac area

Dear Commissioner, We are Epcor customers in Tubac and are writing to object to the proposed 66% rate increase. As we calculate it, if the rate request were to be approved we would see an average increase of \$40 per month in our monthly bills. We are on a fixed income, as are many in this community. Such an increase would require us to reduce expenditures elsewhere in our budget. We have lived many places during our adult lives and have never seen a utility rate increase of this scale. It is truly extraordinary, unfair and an overreach by the company. It knew when it acquired the Tubac area as part of a larger acquisition that there is a small customer base which would never generate sufficient revenue to cover expenses on a stand alone basis. It should not be able to make up for its poor business decision on the backs of the ratepayers in Tubac.

As we understand it, Tubac customers already pay significantly more than water users in other small water districts in the State. The 66% increase being requested only exacerbates the unfairness Tubac customers would experience compared to similar communities. The solution is some form of consolidation to spread costs over a larger base and not the huge rate increase being requested.

Thank you for your consideration of our concerns.

Marie and Clement Shute

Teresa Tenbrink

From: John Peyton <jwpeyt@yahoo.com>
Sent: Saturday, March 07, 2015 8:34 AM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: EPCOR Water in Tubac

The EPCOR proposed price increase is over the top. I have never seen any type of price increase in any situation in my lifetime. Not only is it a price shock increase, it is unfair based upon relative rates that are charged....2 1/2 to 3.7 times other Arizona water districts. This would put undo harm to many lower income residents. People should be charged equitable rates for the utilities they use. I am confident you will make a fair decision in assessing the facts. Thank you.
John and Nancy Peyton...Tubac

Teresa Tenbrink

From: Karen Clark <karenclarktubac@yahoo.com>
Sent: Saturday, March 07, 2015 3:38 AM
To: BitterSmith-Web
Subject: Epcor Proposed Water (Rate Increase -Opposition Letter and Request to the Commissioner (Formatted PDF Letter attached to print out)
Attachments: kc Epcor Water AZ- Tubac Rate Case Com Bitter Smith.pdf

March 05, 2015

To: Arizona Corporation Commission (ACC)
Attention: To Commissioner Susan Bitter Smith
Commissioners Wing
1200 West Washington
Phoenix, Arizona 85007

Email BitterSmith-web@azcc.gov

From: Karen E. Clark
50 Circulo de Prado Tubac Country Club Estates
Tubac, Arizona 85646-4823

Subject: Epcor's proposal to rate water rates
RE: Objection to Proposal

Dear Honorable Commissioner Forese:

I am writing to ask you to please oppose the proposed water rate increases from Epcor Water for the following reasons:

1. We are retired and on social security and medicare. We moved here for affordability and a hike on water would be out of our budget.
2. An increase as proposed by Epcor will definitely be a financial hardship. We may have to move since taxes keep going up and now the water bill may double or triple!
3. Compared to other areas that Epcor services, a rate increase here in Tubac would be unfair and higher than other Epcor areas.
4. I understand from other retirees and Tubac citizens opposing this increase that Epcor knew that Tubac was a small market when they entered into the area. It is unreasonable for Epcor to jump their prices up to 3-4 times the rate than other markets for same Epcor services.

We are on a fixed income and have living expenses including substantial medical bills. We cannot afford this kind of increase in our water bill.

Please help us and oppose this unreasonable proposal by Epcor.

Sincerely,

Karen Clark

Karen E. Clark, resident of Tubac, Arizona

March 05, 2015

To: Arizona Corporation Commission (ACC)
Attention: To Commissioner Susan Bitter Smith
Commissioners Wing
1200 West Washington
Phoenix, Arizona 85007

Email BitterSmith-web@azcc.gov

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We are on a fixed income and have living expenses including substantial medical bills. We cannot afford this kind of increase in our water bill.

Please help us and oppose this unreasonable proposal by Epcor.

Sincerely,

Karen Clark

Karen E. Clark, resident of Tubac, Arizona

Teresa Tenbrink

From: Karen Clark <karenclarktubac@yahoo.com>
Sent: Saturday, March 07, 2015 3:30 AM
To: BitterSmith-Web
Subject: Letter to Commissioner Bitter Smith - Request from Tubac Resident to Oppose Epcor Water Proposed Rate Increase (Formatted Letter for printing attached)

March 05, 2015

To: Arizona Corporation Commission (ACC)
Attention: To Commissioner Susan Bitter Smith
Commissioners Wing
1200 West Washington
Phoenix, Arizona 85007

Email BitterSmith-web@azcc.gov

From: Karen E. Clark
50 Circulo de Prado Tubac Country Club Estates
Tubac, Arizona 85646-4823

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RE: Objection to Proposal

Dear Honorable Commissioner Forese:

j
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3. Compared to other areas that Epcor services, a rate increase here in Tubac would be unfair and higher than other Epcor areas.
4. I understand from other retirees and Tubac citizens opposing this increase, Epcor knew that Tubac was a small market when they entered into the area. It is unreasonable for Epcor to jump their prices up to 3-4 times the rate than other markets for same Epcor services.

We are on a fixed income and have medical bills. We cannot afford this kind of increase in our water bill.

Please help us and oppose this unreasonable proposal by Epcor.

Sincerely,

Karen Clark

Karen E. Clark, resident of Tubac, Arizona

Teresa Tenbrink

From: karen clark-taylor <clark-taylor@sbcglobal.net>
Sent: Saturday, March 07, 2015 2:52 AM
To: BitterSmith-Web
Subject: Proposed Epcor Water Rate increase -opposition letter and request
Attachments: Commissioner Bitter Smith.pdf

PLEASE OPEN ATTACHED LETTER TO COMMISSIONER SUSAN BITTER SMITH FOR PRINTING . BELOW IS THE UNFORMATTED PASTED LETTER.

March 05, 2015

To: Arizona Corporation Commission (ACC)
Attention: To Commissioner Susan Bitter Smith (Email BitterSmith-web@azcc.gov)
Commissioners Wing
1200 West Washington
Phoenix, Arizona 85007

From: Thomas S. Taylor
73 Avenida de Otero
Tubac, Arizona 85646-4823

Subject: Epcor's proposal to rate water rates
RE: Objection to Proposal

Dear Honorable Commissioner Bitter Smith:

I am writing to ask you to please oppose the proposed water rate increases from Epcor Water for the following reasons:

1. We moved from Colorado after 40 years of working to retire in Tubac, Arizona. The lower cost of living helped us realize our retirement. We are on a fixed income so an increase by Epcor to this unreasonable level will hurt us financially and may contribute to us having to sell out and find a more affordable area.
2. The Epcor rate increase is unfair when comparing their rates in other areas. Tubac is a VILLAGE, a little community consisting mostly of artists and retired folks on fixed incomes like us.
3. Our property is on a small lot and we cannot quality for a water well. Epcor is the only source for water for us and it seems like Epcor knew that Tubac was a small market when they entered into the area. We have no alternatives and at the mercy of this company proposing to make us pay 3-4 times the rate than other markets Epcor services. It is unfair to simply use a multiplying factor on a little community because Epcor wants to boost profits at the harm of the customers.

I have Parkinson Disease and my wife is a 24/7 caregiver. I am 80 years old and on Medicare and Social Security. We have a tight budget and retired here hoping to find peace and a way of life we could afford.

Please help us and opposed this unreasonable proposal by Epcor.

Sincerely,

Thomas S. Taylor

Email: clark-taylor@sbcglobal.net

73 Avenida de Otero,

PO Box 4823

Tubac, Arizona 85646

Cell: (970) 708-2053

Phone: (520) 398-3998

Fax: (520) 842-2013

March 05, 2015

To: Arizona Corporation Commission (ACC)
Attention: To Commissioner Susan Bitter Smith (Email BitterSmith-web@azcc.gov)
Commissioners Wing
1200 West Washington
Phoenix, Arizona 85007

From: Thomas S. Taylor
73 Avenida de Otero
Tubac, Arizona 85646-4823

Subject: Epcor's proposal to rate water rates
RE: Objection to Proposal

Dear Honorable Commissioner Bitter Smith:

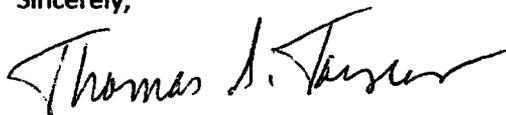
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Please help us and opposed this unreasonable proposal by Epcor.

Sincerely,



Thomas S. Taylor, Resident Tubac, Arizona

March 05, 2015

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Tubac, Arizona 85646-4823

Subject: Epcor's proposal to rate water rates
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Dear Honorable Commissioner Bitter Smith:

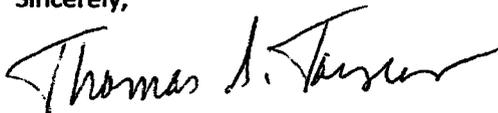
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Please help us and opposed this unreasonable proposal by Epcor.

Sincerely,



Thomas S. Taylor, Resident Tubac, Arizona

Teresa Tenbrink

From: karen clark-taylor <clark-taylor@sbcglobal.net>
Sent: Saturday, March 07, 2015 2:36 AM
To: BitterSmith-Web
Attachments: Commissioner Bitter Smith.pdf

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Thomas S. Taylor

Thomas S. Taylor, Resident Tubac, Arizona

Thomas S. Taylor

Email: clark-taylor@sbcglobal.net

PO Box 4823

Tubac, Arizona 85646

Cell: (970) 708-2053

Phone: (520) 398-3998

Fax: (520) 842-2013

Teresa Tenbrink

From: mmawfa@aol.com
Sent: Friday, March 06, 2015 11:58 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: Margaret Armbruster

To Members of the Arizona Corporation Commission,

Please take the time to read this e-mail concerning the proposed 66.57% rate hike by EPCOR which will affect the residents of Tubac.

Thirty five years ago when my husband and I moved to Tubac from Phoenix, we were able to enjoy retirement in this small community.

During the years of living here there have been many changes. One of the most difficult has been the increase in water use rates.

Each time the small water company is sold the new investors (in particular, foreign investors) seem to think that they can expect a large profit on their investment at the expense of those of us who live here. It always requires many meetings and protests to try to keep costs in line. This makes each situation very wearing on us.

On a retirement income it is not always easy to maintain the status quo, especially when one becomes a widow and old age sets in, making it necessary to hire someone to do many of the chores that once we could do for ourselves.

I have let many of my plants and trees die for lack of water in my efforts to conserve and keep my bills at a reasonable rate. I do not have a swimming pool, and consider myself as conservative as possible.

I would like to continue living here in my home and enjoying long time friendships. I have done volunteer work nearly all of my life, from age 11 through 75. I am now 82 and during the last few years, age and health issues have made it necessary for me to curtail my activities.

I do think that EPCOR should consider basing its rates equally on all of its holdings in Arizona, not just on this community that has approximately 500 customers.

I hope that you will sincerely consider the detrimental effect that a 66.57% increase by EPCOR would have on those of us who live in Tubac.

Thank you for your consideration of this request.

Margaret Armbruster
P O Box 1567
Tubac, AZ 85646
(520)398-9203

Teresa Tenbrink

From: Richard Roth <docroth47@hotmail.com>
Sent: Friday, March 06, 2015 9:08 PM
To: BitterSmith-Web
Cc: RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: Tubac Rate Case--Rip Off

Az.CC Commissioners:

My name is Richard H. Roth, homeowner & resident of 24 Ridge Court in Tubac. My water service is provided by Epcor.

The proposed 66.57% rate increase is totally unconscionable in any economy. There is zero justification for this way over the top proposal by Epcor. A 66.57% increase would make Tubac water 250% higher than Mohave: 370% higher than Paradise Valley & Sun City. My bill would increase from over \$52 to around \$90 a month. For me about \$40 increase per month. Unheard of in any water market in Arizona.

Even if the proposed increase is reduced 50%, I would still face a 32.85% increase? No justification for that amount of increase.

Epcor was totally aware of the customer base in Tubac when they purchased the company.

In as much as the proposed radical increase is so outlandish, I urge each and everyone to dismiss the entire rate increase as unjustifiable and unconscionable in any economy, not to mention this one.

Your decision will be scrutinized very closely.

Do not set a precedent in the state by granting such an outrageous price increase on water here in Arizona where there is no choice of a water company.

Vote NO increase in water rates for Epcor in Tubac.

Sincerely &
Respectfully

Richard H. Roth
P.O. Box 1915
Tubac, Arizona 85646

Teresa Tenbrink

From: Fahey, Kathy <Kathy.Fahey@unco.edu>
Sent: Friday, March 06, 2015 5:02 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: Tubac EPCOR water issue
Attachments: EPCOR 1.docx

Please see attached letter.

March 6, 2015

Dear Commissioners,

We are writing today as a household EPCOR water customer to appeal to your sense of fairness and equity regarding the proposed water rate hike for the Tubac Water District. Please consider our input as you make decisions about the issue.

As you are aware, this rate hike constitutes a very high and unreasonable amount. It would, in fact raise the rates of Tubac residents well above what others in the other 7 Arizona water districts pay each month. This proposed rate increase is unfair and appears discriminatory. We are sure that you are familiar with the Arizona and U.S. constitutions.

If this 66.57% rate increase comes to pass, we will be paying an additional \$35.66 per month and \$427.92 per year. This is nothing short of rate shock and is clearly an unreasonable burden to home owners. We are retired residents of this state and we moved here recently because of the beauty of our surroundings and reasonable cost of living. This water rate hike will impact our financial situation. It is unreasonable to ask customers to significantly alter utility charges. If any changes are made, it should be gradual and it should be based on what others in the state our paying EPCOR. The rates should be equitable across water districts.

Over the last few months, the water main leaked directly in front of our driveway (25 Circulo Nomada, Tubac). EPCOR allowed the water to flow in a stream down the street for several days on two occasions and then patched the leaks. Each patch was ineffective, resulting in a third repair - this time done correctly as far as we know. We cannot estimate the gallons of water lost, but this demonstrated to us that water conservation was not a top priority of EPCOR.

We are asking you to prevent EPCOR from raising our water rates and to make sure that any rate adjustments in the future are fair and equitable across the state. Thank you for your consideration.

Kathleen Fahey
Daniel Fahey

Kathleen and Daniel Fahey
25 Circulo Nomada
Tubac, AZ 85646
970-396-1242

Teresa Tenbrink

From: thomas martin <locotiotomastubac@gmail.com>
Sent: Friday, March 06, 2015 4:42 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: Tubac water rates increase

I live in Tubac and am retired on a fixed income. Not all of us in Tubac are rich as may be suspected. Such a big jump in our water rates would be a hardship on our budget. I believe EPCOR knew we were a small water district when they purchased it from AAW. I understand they had to put in new filters to comply with some mandate or other, but maybe they should figure a way to spread out their recovery with their other holdings over time. I strongly oppose such a hefty increase. Thank you for your consideration. Sincerely,
Thomas Martin

Teresa Tenbrink

From: Ack King <ackking@ymail.com>
Sent: Friday, March 06, 2015 4:35 PM
To: BitterSmith-Web
Cc: RBurns-Web; Stump-Web
Subject: Water rate increase

Before an increase is given....I would like to see the improvement of the system.

by adding some storage for fire fighting. there is no storage, so if there is a house fire the only water we have is in the pipes. I know I have been a fireman in Tubac for 21 years. Let EPCOR do as we must do to improve, say my house. I must barrow the moneys to do it and then when I sell it I get the increase.

Thank you
Al Kingsley
Tubac, Az

Teresa Tenbrink

From: EDJOIDAHO@aol.com
Sent: Friday, March 06, 2015 4:34 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: Proposed RaBte Increase by EPCOR for Water Service in Tuboc

It has been brought to our attention that the proposed new rates for water in Tubac will increase the costs by 66.57%. This amount seems unreasonable and to most users, unacceptable.

Our average bill for the six months of greater use is \$90 and for the six months of lessor use, the is \$50. If the new rate is granted, these average payments would go from \$90 to \$160 and \$50 to \$74. These are significant increases at the same time as our incomes remain the same. The negative impact on all nearly 500 users would be significant, and certainly a substantial negative for the greater Tubac community.

EPCOR knew the financial situation when the purchased the system and should not expect an immediate return to their desired profitability with one ruling by your Agency. Any solution should be multiyear process. Further, all water districts should not expect the same % profits, as conditions in different markets vary significantly. The State should see that a regulated utility receives an adequate and fair return, but it should be a return that satisfies the company, yet is fair to the users of water from different user groups, who have very different market and economic situations,

Thank you for your attention to this matter and hopefully, your decision will protect the users and their communities, from rates to high and not fitting, particularly in the short run.

Ed L. Grubb
75 Via Campestre
Tubac, AZ 82656

Teresa Tenbrink

From: Bill and Cheryl Green <bac2bac@gmail.com>
Sent: Friday, March 06, 2015 4:23 PM
To: BitterSmith-Web
Cc: RBurns-Web; Stump-Web; Little-Web; Foreese-web@azcc.gov
Subject: Tubac water rate increase

Commissioners:

We have lived and operated a business in Tubac for over thirty years. The increase in water rates proposed by EPCOR water would have a devastating effect on every Tubac resident. The proposed increase of nearly 67% would be bad for business, and would devalue our property. EPCOR is a large corporation doing business in other far more profitable parts of Arizona. EPCOR knew full well what the revenue from Tubac was before they made the acquisition from AAW. They went ahead with the purchase in spite of this because they saw the opportunity to buy a profitable business.

If they raise our rates as proposed, residents of Tubac will be paying more than three times the rate in Mohave, Sun City, and Paradise Valley. This is simply not fair.

Our business does not put the same markup on every product, if we did it would have ceased to exist twenty nine years ago. We make a small profit on some items in order to have a diversified display. Other items that we sell have a higher margin and support the rest of the business. If we gave up the lower profit items our business would not have the same appeal. We have raised over \$1,000,000 in sales tax for the state of Arizona. We may be a small business but we have some idea of how to run a business.

The same logic applies to the owners of EPCOR. They knew that the profits in Tubac were less than in other areas, but they purchased the business because they knew overall they were going to make money, and they knew that not buying the Tubac franchise would kill the deal.

Just as we spread the cost of the low margin items over the whole business in order to make it work, there is know reason why EPCOR can't do the same in their business. They could make they same money if they made a much smaller increase for all of their customers.

We ask you to take this into consideration when making your decision.

Sincerely,

Bill Green
Cheryl Green

Teresa Tenbrink

From: Karl Friedmann <karlfriedmann@peoplepc.com>
Sent: Friday, March 06, 2015 4:14 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: Tubac water rates with Epcor

Dear Commissioners:

I would like to express my opposition to the large rate increase that Epcor would like to impose on its' Tubac residents. I realize that utility companies are businesses and need to operate in a business like manner. However they knew that Tubac had a small customer base when they acquired the company and should not be allowed to impose such a large rate increase on the residents, one that significantly exceeds that of their other water districts, i.e. Mohave, Paradise Valley and Sun City. It seems to me that it would be ideal if these districts were to merge and the rates were consolidated for all districts. Simply to raise the rates so dramatically in Tubac would put a significant financial burden on many of Epcor consumers.

I believe that your commission has a responsibility to act on behalf of the residents in a reasonable manner and will not accept this proposal.

Thank you for your public service.

Sincerely,

Karl R. Friedmann, M.D.
22 Calle de Hoy
Tubac, AZ 85646

Teresa Tenbrink

From: Kathy Cathey <k2cathey@outlook.com>
Sent: Friday, March 06, 2015 4:00 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web
Subject: Tubac water rates from Epcor Water

Ladies and Gentlemen,

Please help Tubac residents pay an appropriate amount for water in our community.

The water rates may be forcing my husband and I to have to move from where we have hoped to live out our lives due to the increase dollars of Epcor water expense.

We have worked hard in the Nogales Produce Industry for 25 yrs to live in Tubac and now our senior retirement dream is exploding do to increasing cost of Epcor water.

I am asking the Arizona Corporation Commission to be responsible for providing water at an equitable amount appropriate. It is insane for the amount of expense that is being expected and I hope that you can be of help and reduce and stop the rate hikes.

I ask as citizens that have worked very hard to enjoy retirement in this lovely area for you not to take that away from us, I feel there may be a over-all view that mostly winter visitors live here that can easily afford the cost of second home water expense but that is not true for many of us who live here year round and hope to continue to do so but live on budgeted incomes.

The disparity in water rates among Epcor's water districts is to have company-wide consolidation of rates in the near future.

Thank You for consideration in this serious matter.

Kathy and Jim Cathey
PO Box 4863
Tubac, AZ. 85646

520-398-3224

Sent from my iPad

Teresa Tenbrink

From: Miriam Zukoski <mimzukoski@gmail.com>
Sent: Friday, March 06, 2015 3:31 PM
To: BitterSmith-Web; .RBurns-web@azcc.gov; Stump-Web; Little-Web; Forese-Web
Subject: Tubac water cost

Dear Ms Bitter-Smith,

Please give your careful consideration to the proposed rate hike for the Tubac Water District. We already experience a large disparity for our cost of water versus other Arizona communities; any increase would be financially difficult for some Tubac customers. Surely there is a way for EPCOR to avoid this preposterous increase -- possibly a company-wide consolidation of rates. It doesn't seem fair that we could be paying 2.5 times what Mohave customers and over 3.7 times what Sun City and Paradise Valley customers pay.

Miriam Zukoski
Tubac EPCOR customer

Teresa Tenbrink

From: H <bhoer90420@aol.com>
Sent: Friday, March 06, 2015 3:30 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: Epcor Water Arizona

To Who It May Concern,

I am writing to express my concern over the proposed rate increase by Epcor Water Arizona.

Being a recently widowed Senior Citizen with a home for sale, I am certain an increase of this size will put a serious strain on my finances. Not to mention the concern that a prospective buyer will have. I know every consumer/home seller in Tubac will experience the hardship as well.

I'm sure all of you at ACC know of the inequity of this proposal so I do not need to repeat all the reasons in this letter. If an increase is truly needed it should be shared equally by all other water districts effected.

Thank you,

Barbara Hoerning

Teresa Tenbrink

From: Kathy Cathey <k2cathey@outlook.com>
Sent: Friday, March 06, 2015 3:17 PM
To: BitterSmith-Web
Subject: Tubac Epcor water

Sent from my iPad

Teresa Tenbrink

From: pathilpert62@verizon.net
Sent: Friday, March 06, 2015 3:04 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: Epcor rate increase

Dear Commissioners,

I'm one of the lucky ones. I'm only sixty-nine years old. But even here in "plush" Tubac, I look around at my neighbors and we are all certainly getting older. Many of us no longer work and have to get along. This rate increase is going to hurt a lot of people. We know gasoline is going to go up sooner or later and we have to drive a long way to get to stores for food and to pharmacies. This rate increase makes a difference to us. Please don't vote for it.

Patricia Hilpert
2 Trinchera Court
Tubac

Teresa Tenbrink

From: Don Davidson <trocitodon@gmail.com>
Sent: Friday, March 06, 2015 2:41 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: Protest Epcor rate increase-Tubac



GREETINGS

Commissioners:

We write to protest the proposed 66+% increase in water rate
four Tubac AZ customers based upon:

1. EPCOR KNEW FROM THE START TUBAC WAS A SMALL
DISTRICT AND COULD THEREFORE ADJUST RATES
AMONG DISTRICTS ACCORDINGLY AND IN A FAIR
MANNER
2. TUBAC RESIDENTS ALREADY PAY AN INEQUITABLE
AMOUNT FOR WATER
3. PROPOSING SUCH A HUGH INCREASE IS LOGICALLY
UNREASONABLE FROM THE GET-GO

4. IT IS THE RESPONSIBILITY OF THE AZCC TO SEE THAT
STATE RESIDENTS PAY EQUITABLE AMOUNTS FOR
UTILITIES. WE BELIEVE THE PROPOSED INCREASE IS
FUNDAMENTALLY BIASED AGAINST OUR DISTRICT

DON AND MARY DAVIDSON
2 TROCITO CT
TUBAC AZ 85646
TROCITODON@GMAIL.COM

Teresa Tenbrink

From: RKeith Holland <hollandrkm@gmail.com>
Sent: Friday, March 06, 2015 2:40 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: EPCOR water AZ-Tubac Rate Case

Dear Corporate Commissioner,

It has recently come to our attention that EPCOR the water Company serving our community of Tubac is applying for a rate hike of sixty-six percent.

We believe EPCOR should be allowed to charge that rate which would allow a reasonable return on their investment. However, we also believe they should be required to treat their customers in such a fashion as to allow the customers to budget scarce resources with some insurance that their obligations can be met.

These enormous rate hikes are certainly difficult to deal with and we implore you to give thoughtful consideration to the customer.

Sincerely
R. Keith and Margaret Holland
57 Pimeria Alta
Tubac AZ 85646

Teresa Tenbrink

From: Cindy Folsom <cindyfolsom@ymail.com>
Sent: Friday, March 06, 2015 2:27 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: EPCOR Rate hike in Tubac

Dear Commissioners,

I am writing to you regarding the proposed EPCOR water rate increase for Tubac residential customers.

The company is proposing a large increase of over 60% in water rates. If the AZCC allows these rates to go into effect, many Tubac families will have a very tough time paying these rates, including my own. These rates are also unfair; I have read that Tubac would pay over 3 times more than two other towns served by the company, Sun City and Paradise Valley, for the same amount of water. Is this fair? I think you will agree it is not.

I realize that a company in business needs to make a profit. But this will be such a shock to us. A solution would be to phase in the new rates over several years, so residents can budget for the increase. If EPCOR really cares about its customers, that is what it should do. I hope the commission will take this suggestion into consideration, and require EPCOR to play fair with us in Tubac. Thank you.

Sincerely,

Cindy Folsom
Tubac resident

Teresa Tenbrink

From: Dana Long <tubaclong@gmail.com>
Sent: Friday, March 06, 2015 2:26 PM
To: BitterSmith-Web
Subject: EPCOR Water Rates - Tubac, AZ

Susan: I am a 30 year plus resident/ customer of the Tubac Water System serving the greater Tubac area. EPCOR, I believe, is doing a good job serving the communitys water needs However I I I firmly believe a 60+% customer rate increase is way out of line.

Thank You
Bonnie and Dana Long, Tubac, AZ

Teresa Tenbrink

From: Carol Santa Maria <lithops53@yahoo.com>
Sent: Friday, March 06, 2015 2:02 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: Epcor Water Rate increase for Tubac

Commissioners:

Please add my voice, in the strongest terms possible, to those protesting the GREEDY and unfair Epcor rate increase for Tubac, AZ. I live on a very fixed income and a 67% is outrageous. As an older person I have, and will continue to conserve water. Perhaps the Epcor CEO's who golf on a regular basis might consider doing the same and pass on those conservation ethics...especially when golf courses use an astonishing amount of water that many of us would consider a frivolous waste.

Thank you.

Annie Santa Maria
Tubac

Teresa Tenbrink

From: landlwagner@gmail.com
Sent: Friday, March 06, 2015 1:38 PM
To: BitterSmith-Web
Cc: RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: epcor

67% increase is very unfair. Most of us that live here are on a fixed income.

Lonnie Wagner
Tubac
Sent from Windows Mail

Teresa Tenbrink

From: Martha Richardson <m60ric@aol.com>
Sent: Friday, March 06, 2015 1:00 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: EPCOR Rates - Tubac householder

Commissioners: My husband is 78 and I'm 73. We are retired and live on a limited income. A large increase in our water rates would be a problem for us. Surely, EPCOR can run a profitable business without hitting a small group of us in Tubac in a heavy-handed manner. My thanks for your consideration in this important matter. — Martha Richardson

Teresa Tenbrink

From: rmtagg@comcast.net
Sent: Friday, March 06, 2015 12:51 PM
To: BitterSmith-Web; RBurns-Web; Stubb-web@azcc.gov; Little-Web; Forese-Web
Subject: Proposed Epcor rate increase

Dear Commissioners,

My name is Richard Taggart, and my wife and I are residents of Tubac. I am writing in regards to the 66.57% rate increase proposed by our water company, Epcor. My wife and I are both in our early 70's, our water usage is about average for residential customers in Tubac. However, because we have a one inch meter installed by our builder, we are required to pay a commercial rate for our water. Our bill last month was \$133.30. While I will continue the frustrating proces of converting to smaller diameter meter, it is by no means a sure thing. should this increase by approved, our monthly bill would exceed \$220 per month.

I am not an expert in the regulatory options that you face, but I would hope that there is some sensitivity to impact this would have on our community, and our property values. The University of Arizona study showed that our property values in Santa Cruz county, and specifically Tubac have been negatively impacted by the Border Patrol checkpoint. We get to have our picture taken by the Justice Department every time we go to the grocery store in Green Valley.

It would be wonderful for once to see some sensitvity to the situation in smaller, rural communities, especially those of us close to the border.

Thank you very much for your consideration.

Respectfully,

Richard J. Taggart
92 Veranera Court
Tubac, AZ 85646-4184

Teresa Tenbrink

From: Tim Duffin <tim@duffin.net>
Sent: Friday, March 06, 2015 12:16 PM
To: BitterSmith-Web; Forese-Web; Little-Web; RBurns-Web; Stump-Web
Subject: Proposed Epcor water rate increase in Tubac

Gentlemen and Lady -

As a resident of Tubac and an Epcor customer, I would like to express my concern regarding the proposed large water rate increase.

Apparently the proposed rate would increase my water bill by 66.57%

The magnitude of this rate increase is obviously unprecedented and unreasonable.

I feel that a consolidation of water rates among all water districts would be the most equitable solution for Arizona residents.

Respectfully submitted,

Tim Duffin
C: 403 650-6600

tim@duffin.net

Teresa Tenbrink

From: Kristine Fontes <fontes.daniel@gmail.com>
Sent: Friday, March 06, 2015 12:03 PM
To: BitterSmith-Web; RBurn-web@azcc.gov; Stump-Web; Little-Web; Forese-Web
Subject: Proposed EPCOR water rate increase for Tubac

EPCOR is proposing to increase water rates by nearly 67% for Tubac residential customers. This is unacceptable. This increase is inequitable as it represents 2 to 3 times the rate paid by customers in other markets like Paradise Valley and Mohave county. Although Tubac represents a small customer base, EPCOR was well aware of this fact when they purchased the water company.

You have an obligation to protect all consumers from these unfair rate hikes. Please address this problem by denying the proposed rate hike.

Daniel and Kristine Fontes
Tubac residents

Teresa Tenbrink

From: Carl Hunter <kandcarl7@gmail.com>
Sent: Friday, March 06, 2015 11:15 AM
To: BitterSmith-Web
Subject: EPCOR WATER ARIZONA -- Tubac Rate Case

Please no 66.5% -- \$35.66 monthly bill rate raise! This is a crippling amount to pay for water!

NY mount change should be phased in over a few year perio.

Sincerely,

Kathryn N. Hinter
7 Tubatama/P.O. Box 4188
Tubac, AZ 85646

Teresa Tenbrink

From: Thomas Potter <tpotter_10@hotmail.com>
Sent: Friday, March 06, 2015 8:24 AM
To: BitterSmith-Web
Cc: Rich and Nancy Bohman
Subject: Tubac Proposed Water Rate Hike

Commissioner Susan Bitter Smith
Arizona Corporate Commission

Dear Commissioner Bitter Smith,

My name is Tom Potter and I am a resident of Tubac, Arizona. I have owned a residence in Tubac since 1996.

I'm writing to you with regard to the proposed rate hike for the Tubac water district which EPCOR has requested. The issues in this proposed rate hike are well known. They are the same issues that existed when Arizona – American Water Company owned the system. I wrote to you when they requested a rate hike and not much has changed except that Tubac residents continue to pay a disproportionate and an inequitable rate for their water.

The solution is also clear. It is incumbent on the Arizona Corporation Commission to compel a consolidation of all of the small water companies owned by EPCOR. Consolidating the small companies into one larger company would have very little impact on the existing larger companies, e.g. Sun City and others, but it would have a major impact on holding the line on the water rates that Tubac residents pay. I speak only for myself, but I think my co-residents agree, we have no problem in paying a reasonable rate for our water. We do have a problem with paying an exorbitant rate, which would result if the proposed rate hike were to be approved.

You should know already that the imposition of the proposed rate hike would be the beginning of a death spiral for the Tubac water company. Rates at the level suggested would cause a number of Tubac residents to drill their own water wells. The diminished rate base would cause EPCOR to again miss their rate of return objectives, thus causing them to request another rate increase, which would again cause a number of Tubac residents to drill their own water wells. Perhaps this is the cynical objective that EPCOR seeks, but I would like to thank that they are more responsible citizens than that.

The residents of Tubac are well-educated and of a higher than average income level, even in retirement. I am not a politician, thankfully, but I strongly suspect that the inequitable rate increase proposed, if approved, would stimulate the residents of Tubac to mount a significant campaign to reach our legislature and administration.

Please use your existing powers, your reason, and your public duty to help EPCOR create a reasonable water distribution system in Tubac. Thank you for your public service.

Sincerely yours,
Thomas D Potter

Teresa Tenbrink

From: Dick York <dyork@crestins.com>
Sent: Thursday, March 05, 2015 2:19 PM
To: BitterSmith-Web; RBurns-Web; Stump-Web; Little-Web; Forese-Web
Subject: (High Importance) EPCOR Proposed rate hike for Tubac Water District

Importance: High

Good afternoon,

As a resident of Tubac and a part of the EPCOR customer base, I am in shock over the proposed rate hike for us.

I would ask the AAC to advise EPCOR to reconsider their proposal in asking for a doubling of the water rates and to use the insurance industry approach to this situation that most insuring companies use when hit by a loss affecting many policy holders in a specific area.

Here is an example of what I am saying:

If Tubac were to be hit by a large hail storm and did considerable damage, State Farm Insurance(for example) would not double or triple the Tubac residents insurance rates. Rather, they would get a moderate increase for Tubac policy holders but also add a few dollars to all the other policy holders throughout AZ to pay for the Tubac loss. Much the same as if Tucson is hit with a hail storm, Tubac homeowners might see a small increase to help pay for a Tucson loss.

EPCOR has a number of water districts. Why not subsidize their need for capital in Tubac by assessing the Tubac water users a moderate increase (7.5 to 9.5%) and spread the remainder over their other districts. I would not think it would be a horrific amount as they have a large customer base. If other EPCOR water district's might have large capital expenditures, the reverse would apply also.

Doubling our water rates will create a huge financial burden on "the folks" and the Tubac business community. (EPCOR's customer base!)

Please consider the above information as you meet. I have a hard time seeing EPCOR's using good business logic with the doubling of the Tubac District's water rates

Thanks for reading.

Regards,



Dick York CPCU CIC

Marketing - Production | Crest Insurance Group
5285 E. Williams Cir., Ste. 4500, Tucson, AZ 85711 | Phone #: 520-881-5760
Direct Line: 520-784-7656 | Fax: 520-618-3990 | email: dyork@crestins.com
CA dba: Crest Tucson Insurance Agency, LLC | CA License #0F71009

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