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**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 2/23/2016
Opinion Number: 2016 - 128969 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Consolidation Opposed Closed Date: 5/3/2016 4:33 PM

First Name: Francisco Last Name: Torres Account Name: Francisco Torres
Address: <<< REDACTED >>>
City: Surprise State: AZ Zip Code: 85388
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Company: EPCOR Water *AAWC
Theresa Nowlin Phone: <<< REDACTED >>> Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: WS-01303A-14-0010 Docket Position: Against

I first lived in Surprise from June 2010 - February 2015. At that time, all water/waste water/garbage services were administered by American Water. My average total bill during that time was \$80. I recently moved back to Surprise in January 2016 and have received my first water bill from Epcor and first waste water/garbage service bill from American Water. Comparing the flat rate for O&M waste water and garbage as currently charged by American Water to the last assessed rate in 2015, there was no change in fee. Despite that fact, my first month's service in February 2016 totaled \$154.17 (including a \$30 establishment fee). Removing the fee, the total of \$124.17 is still 155% more than what I had been previously charged for water services in the past. The 55% difference is attributed entirely to Epcor and the fees they charge, with the most significant at \$56.57 for water basic service, compared to American Water that charged \$20.99 - a staggering 269.5% difference! The significant change in cost is tantamount to price gouging. That fact, combined with the consumer being limited to Epcor as the only provider of fresh water creates an environment that can only be described as extortion. The Commission must endeavour to balance the terms of Epcor's operations with the reasonable and prudent costs associated with such action.

Investigation
Date: 5/3/2016 Analyst: Richard Martinez Submitted By: Telephone Type: Investigation
Entered for the record and filed in Docket Control.

Arizona Corporation Commission
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