

**COMMISSIONERS**  
DOUG LITTLE – Chairman  
BOB STUMP  
BOB BURNS  
TOM FORESE  
ANDY TOBIN



0000171596

ORIGINAL

**ARIZONA CORPORATION COMMISSION**

RECEIVED

2016 JUL -8 P 2: 53

AZ CORP COMMISSION  
DOCKET CONTROL

July 8, 2016

To: Docket Control

RE: EPCOR Water (Wastewater) – Customer Comments

Docket No. WS-01303A-16-0145

Please docket the attached 15 customer comments opposing 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**

JUL 8 2016

DOCKETED BY

A handwritten signature in black ink, appearing to be "JL".

WS-01303A-16-0145

**Arizona Corporation Commission  
Utilities Complaint Form**

---

**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/8/2016  
**Opinion Number:** 2016 - 132829      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 7/8/2016 8:44 AM

---

**First Name:** Suzy      **Last Name:** Hallock-Bannigan      **Account Name:** Suzy Hallock-Bannigan  
**Address:** <<< REDACTED >>>  
**City:** Sun City      **State:** AZ      **Zip Code:** 85351  
**Home:** <<< REDACTED >>>      **Home:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

**Company:** EPCOR Sewer \*AAWC      **Division:** Sewer

---

**Nature Of Opinion**

**Docket Number:** WS-01303A-16-0145      **Docket Position:** Against

I purchased my unit in Sun City partially based on budget and income; I did not consider living in areas which cost substantially more as I am a retired educator living on a tight budget. I don't think it is fair that I should have to offset water costs in other communities. I attended the meetings last year and found the commentary interesting. I am, of course, totally opposed to increases for water costs in my community.

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/8/2016	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

---

**WS-01303A-16-0145**

**Arizona Corporation Commission  
Utilities Complaint Form**

---

**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/8/2016  
**Opinion Number:** 2016 - 132836      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Consolidation Opposed      **Closed Date:** 7/8/2016 11:51 AM

---

**First Name:** Rick and Sabrina      **Last Name:** Stahler      **Account Name:** Rick and Sabrina Stahler

**Address:** <<< REDACTED >>>

**City:** Sun City      **State:** AZ      **Zip Code:** 85373

---

**Company:** EPCOR Sewer \*AAWC      **Division:** Sewer

---

**Nature Of Opinion**

**Docket Number:** WS-01303A-16-0145      **Docket Position:** Against

July 2, 2016

Arizona Corporation Commission

Consumer Services Section

1200 West Washington

Phoenix, AZ 85007

Docket No. WS-01303A-16-0145

We object to EPCOR Water's wish/request to consolidate the Sun City wastewater utility service with the four other wastewater districts.

When the Sun City homes were built, the purchase price included building the utility infrastructure. Sun City should not subsidize other housing districts.

EPCOR Water wants to make old people and old ladies with fixed incomes help pay the bills of the other wastewater districts. This is not morally right.

The wastewater districts are not related and are in different parts of the valley. The only fair way for all is to have stand-alone wastewater districts.

From what we have learned in some open meetings with the Corporation Commission, the rates are high because of the non-traditional rate structure which was approved. It is the rate structure which should be re-evaluated.

Something fishy is going on with the rates, and old ladies on fixed incomes should not pay for it. This is robbery when one district subsidizes another district.

No one is telling us what EPCOR's rates of return is. Is EPCOR being wise or wasteful in the way they spend money?

Our rates are going up, but we do not see any evidence there are improvements other than a lot of new pick-up trucks. We also see employees having breakfast during working hours.

Respectfully,

**WS-01303A-16-0145**

**Arizona Corporation Commission  
Utilities Complaint Form**

Rick and Sabrina Stahler

**<<< REDACTED >>>**

**<<< REDACTED >>>**

We are (unhappy) customers of Epcor Water.

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/8/2016	Roxanne Best	Correspondence	Investigation
Comments noted for record and docketed. Closed.			

---

WS-01303A-16-0145

**Arizona Corporation Commission  
Utilities Complaint Form**

---

**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/5/2016  
**Opinion Number:** 2016 - 132750      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 7/7/2016 4:57 PM

---

**First Name:** Steve      **Last Name:** Hotvedt      **Account Name:** Steve Hotvedt  
**Address:** <<< REDACTED >>>  
**City:** Sun City West      **State:** AZ      **Zip Code:** 85375  
**Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

**Company:** EPCOR Sewer \*AAWC      **Division:** Sewer

---

**Nature Of Opinion**

**Docket Number:** WS-01303A-16-0145

**Docket Position:** Against

I am a snowbird from Iowa and only use this residence 4 months of the year. Eight months out of the year I pay Epcor for services I do not use. Why should I be forced to pay even more for services I do not use? An increase would be unacceptable. Steve Hotvedt

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/5/2016	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

---

**WS-01303A-16-0145**

**Arizona Corporation Commission  
Utilities Complaint Form**

---

**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/7/2016  
**Opinion Number:** 2016 - 132822      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Consolidation In Favor      **Closed Date:** 7/7/2016 3:54 PM

---

**First Name:** David & Mary      **Last Name:** Hosbein      **Account Name:** David & Mary Hosbein  
**Address:** <<< REDACTED >>>  
**City:** Buckeye      **State:** AZ      **Zip Code:** 85396  
**Cell:** <<< REDACTED >>>

---

**Company:** EPCOR Sewer \*AAWC      **Division:** Sewer

---

**Nature Of Opinion**

**Docket Number:** WS-01303A-16-0145      **Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

\*\*Mary submitted the exact same opinion.

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/7/2016	Roxanne Best	Web Submission	Investigation

**WS-01303A-16-0145**

**Arizona Corporation Commission  
Utilities Complaint Form**

Comments noted for record and docketed. Closed.

---

## Arizona Corporation Commission Utilities Complaint Form

---

**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/5/2016  
**Opinion Number:** 2016 - 132747      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Consolidation In Favor      **Closed Date:** 7/5/2016 8:32 AM

---

**First Name:** Sheetal      **Last Name:** Patel      **Account Name:** Sheetal Patel  
**Address:** <<< REDACTED >>>  
**City:** Buckeye      **State:** AZ      **Zip Code:** 85396  
**Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

**Company:** EPCOR Sewer \*AAWC      **Division:** Sewer

---

### Nature Of Opinion

**Docket Number:** WS-01303A-16-0145      **Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

---

Investigation			
Date:	Analyst:	Submitted By:	Type:
7/5/2016	Roxanne Best	Telephone	Investigation

Comments noted for record and docketed. Closed.

---

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Roxanne Best Phone: <<< REDACTED >>> Opinion Date: 7/5/2016
Opinion Number: 2016 - 132757 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Consolidation In Favor Closed Date: 7/5/2016 11:21 AM

First Name: Ellen Last Name: White Account Name: Ellen White
Address: <<< REDACTED >>>
City: Buckeye State: AZ Zip Code: 85396
Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: EPCOR Sewer \*AAWC Division: Sewer

Nature Of Opinion

Docket Number: WS-01303A-16-0145 Docket Position: For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

Investigation
Date: 7/5/2016 Analyst: Roxanne Best Submitted By: Telephone Type: Investigation

Comments noted for record and docketed. Closed.

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/5/2016  
**Opinion Number:** 2016 - 132748      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Consolidation In Favor      **Closed Date:** 7/5/2016 8:33 AM

**First Name:** Natalie      **Last Name:** Calderon      **Account Name:** Natalie Calderon  
**Address:** <<< REDACTED >>>  
**City:** Buckeye      **State:** AZ      **Zip Code:** 85396  
**Cell:** <<< REDACTED >>>

**Company:** EPCOR Sewer \*AAWC      **Division:** Sewer

**Nature Of Opinion**

**Docket Number:** WS-01303A-16-0145      **Docket Position:** For

I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months. MY WATER BILL IS AS HIGH AS MY ELECTRIC BILL

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/5/2016	Roxanne Best	Telephone	Investigation

Comments noted for record and docketed. Closed.

WS-01303A-16-0145

**Arizona Corporation Commission  
Utilities Complaint Form**

---

**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/5/2016  
**Opinion Number:** 2016 - 132767      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Consolidation In Favor      **Closed Date:** 7/5/2016 3:29 PM

---

**First Name:** Burnill      **Last Name:** Clark      **Account Name:** Burnill Clark  
**Address:** <<< REDACTED >>>  
**City:** Sun City West      **State:** AZ      **Zip Code:** 85375  
**Email:** <<< REDACTED >>>

---

**Company:** EPCOR Sewer \*AAWC      **Division:** Sewer

---

**Nature Of Opinion**

**Docket Number:** WS-01303A-16-0145      **Docket Position:** For

Dear Commissioner-

We are residents of Corte Bella, a community in the Aqua Fria wastewater district.

We want the record to show our unconditional support for full consolidation of the EPCOR waste water districts. This is a fair and equitable solution to a major discriminatory and economic issue which has been a serious problem for communities, including Corte Bella, for a number of years. Full consolidation treats all consumers on an equal basis, is economically viable to all parties, and is acceptable to EPCOR, the utility company. We regret that some consumers may pay higher rates because of this change. However it will bring balanced and fair rates to all customers who will then be treated the same.

Your support of this fair and balanced proposal for full consolidation of the EPCOR waste water districts is important to us and sincerely appreciated.

Sincerely,

Burnill and Diane Clark

<<< REDACTED >>>

Sun City West, AZ 85375

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/5/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

---

**Arizona Corporation Commission  
Utilities Complaint Form**

---

**Investigator:** Deborah Reagan    **Phone:** <<< REDACTED >>>    **Opinion Date:** 7/1/2016

**Opinion Number:** 2016 - 132729    **Priority:** Respond within 5 business days

**Opinion Codes:** Rate Case Items - Consolidation In Favor    **Closed Date:** 7/1/2016 8:35 AM

---

**First Name:** Don & Gina    **Last Name:** Schlink    **Account Name:** Don & Gina Schlink

**Address:**

**City:**    **State:**    **Zip Code:**

---

**Company:** EPCOR Sewer \*AAWC    **Division:** Sewer

---

**Nature Of Opinion**

**Docket Number:** WS-01303A-16-0145

**Docket Position:** For

The ACC needs to do the right thing and vote for consolidation. I am tired of being discriminated against. How is it fair that I, in Sun City West, Corte Bella, pay \$160 per month for water when people six miles away in Sun City pay \$25. THIS IS OUTRAGEOUS AND NEEDS TO STOP!!!!!!!

Again, you have to do right by all the citizens in the state. We in Corte Bella cannot sustain these high rates. We all pay the same for electric and gas yet you allow EPCOR to gouge and discriminate against the people you are suppose to protect.

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/1/2016	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.

---

# Arizona Corporation Commission Utilities Complaint Form

---

**Investigator:** Mary Mee                      **Phone:** <<< REDACTED >>>                      **Opinion Date:** 7/5/2016  
**Opinion Number:** 2016 - 132768                      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Consolidation In Favor                      **Closed Date:** 7/6/2016 10:11 AM

---

**First Name:** Joanne                      **Last Name:** Guerra                      **Account Name:** Joanne Guerra  
**Address:** <<< REDACTED >>>  
**City:** Buckeye                      **State:** AZ                      **Zip Code:** 85396  
**Home:** <<< REDACTED >>>

---

**Company:** EPCOR Sewer \*AAWC                      **Division:** Sewer

---

### Nature Of Opinion

**Docket Number:** WS-01303A-16-0145

**Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. Opponents of consolidation say their infrastructure is already paid for. But no infrastructure is ever paid in full. It has continuing value and requires continuing capital to maintain essential service. Opponents also say they shouldn't be forced to subsidize new communities. They would not. In fact, across many categories, EPCOR's expenses are allocated to Sun City customers at a significantly reduced rate, per capita. It is the unused capacity of certain facilities, intended for future growth, that makes these districts over-priced. That's not customers causing the cost, it's the company's investment in the future. Those burdens should have always been shouldered equally by all customers as a cost of doing business. Opponents say that consolidation has been rejected. But consolidated pricing is the standard practice in Agua Fria and has been through multiple expansions for almost 15 years, all without objection by the Commission or any other party. The truth is, those opposed to consolidation have not made their case based on the facts, but rather this simple universal truth: nobody wants their bill to go up. This is understandable, but not, in itself, justification for a policy decision by state regulators. Sun City objects to a potential increase of \$20, but Agua Fria customers have been made to absorb \$50 fluctuations in previous decisions, and are currently paying at 180% of the market rate for wastewater service. We are all on fixed incomes, when it comes down to it. Previous Commissions failed to address this issue in 2001, when Arizona American first acquired Citizens Water companies. The moment those different subsidiary companies were consolidated under one corporate umbrella, they ceased to be separate rate bases and became customer classes. The Arizona Constitution forbids customer classes (rates) being based solely on location. This oversight, along with subsequent decisions, have created friction, frustration, and hardship for more than 10 years. It must be resolved. We are sensitive to the needs of those whose bills would increase, and are open to gradually implementing the change. But schedules, rating factors, and discounts should begin with a consolidated, universal rate. That means FULL CONSOLIDATION for all EPCOR wastewater customers. Thank you for your kind attention to this matter. We look forward to seeing all parties progress toward a solution in the coming months.

---

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/6/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

# Arizona Corporation Commission Utilities Complaint Form

---

Investigator: Mary Mee                      Phone: <<< REDACTED >>>                      Opinion Date: 7/5/2016  
 Opinion Number: 2016 - 132763                      Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Opposed                      Closed Date: 7/6/2016 8:27 AM

---

First Name: George                      Last Name: Loegering                      Account Name: George Loegering  
 Address: <<< REDACTED >>>  
 City: Sun City                      State: AZ                      Zip Code: 85351  
 Home: <<< REDACTED >>>

---

Company: EPCOR Sewer \*AAWC                      Division: Sewer

---

### Nature Of Opinion

Docket Number: WS-01303A-16-0145                      Docket Position: Against

<<< REDACTED >>>  
 <<< REDACTED >>>

JUL 05 2016  
 AZ CORP COMM  
 Director Utilities

Epcor Water purchased the Arizona-American Water Company, Inc (AAW) after AAW was given a 40+% rate increase spread over the past three years. Now Epcor Water has an approved application with the Arizona Corporation Commission (Dm:ket #WS-01303A-14-0010) for another permanent 20+% revenue increase for Sun City water and an interim wastewater increase of \$4/mo. As I understand the status now, the Arizona Corporations Commission (ACC) approved Epcor's requested water rate increase but the wastewater issue is rescheduled for a year from now to get more current/relevant data. In the meanwhile, until that hearing, the interim agreement will raise the wastewater rate for each customer \$4/mo, not the requested \$16/mo.

My frst thought is why isn't the wastewater fee keyed to water consumption, like no consumption, no fee? Why is there a fixed charge to every customer? According to my information, the wastewater rates are

## Arizona Corporation Commission Utilities Complaint Form

unique to various Epcor geographic service districts. The existing rates reflect the differing cost to serve each geographic area. Sun City has been here a long time and enjoys low rates consistent with use, cost and investment. There are about 27,000 dwelling units in Sun City with about 47,000 residents. Most of these residents are not here all year long but water utilities continue every month whether they are using or not, whether there is one person or none. Certainly there is very little waste water generated in a typical residential unit in Sun City compared to a residence in most other districts; Sun City is unique and we have retired seniors more or less on fixed incomes; they are here because there are no costs for school districts, there is no high priced government overhead and because most living costs are lower reflecting the actual status and consumption demands of the residents.

I object to Epcor's request because it is supposedly to repair a decaying system; however, utility businesses charge for the utility delivered and for system repair/replacement with every billing - since R&R is banked every month there isn't a realistic justification for an increase. Furthermore, I have observed new Epcor vehicles on the local streets with much more presence than the prior water company vehicles. I have also had personal contact with Epcor employees on issues that could have been resolved amicably but went to court; nothing accomplished by them except lost time with non-issues having nothing to do with normal service that hasn't changed for 50 years.

The Epcor rate increase request is without merit and is simply designed to gouge the elderly and the businesses that support them without reasonable justification. One has to ask why Epcor invested in a defective system, or was it that low existing rates were a increased profit probability? Notwithstanding most bills are paid automatically and there are few service complaints we customers got a letter announcing "good things are coming" - seems to me like good things are coming to the company bottom line with no benefit to customers except paying grossly higher rates! George A. Loegering SCHOA #29393, Minority Owner Sun City Country Club, Sun City, Arizona

CC: ACC Consumer Services Section, 1200 W. Washington St, Phoenix AZ 85007 Sun City CAN, <<<  
**REDACTED >>>**

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/5/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

---

**Arizona Corporation Commission  
Utilities Complaint Form**

---

**Investigator:** Mary Mee                      **Phone:** <<< REDACTED >>>                      **Opinion Date:** 7/5/2016  
**Opinion Number:** 2016 - 132762                      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Consolidation In Favor                      **Closed Date:** 7/5/2016 2:06 PM

---

**First Name:** Renee                      **Last Name:** Van Horn                      **Account Name:** Renee Van Horn  
**Address:** <<< REDACTED >>>  
**City:** Buckeye                      **State:** AZ                      **Zip Code:** 85396  
**Cell:** <<< REDACTED >>>                      **Email:** <<< REDACTED >>>

---

**Company:** EPCOR Sewer \*AAWC                      **Division:** Sewer

---

**Nature Of Opinion**

**Docket Number:** WS-01303A-16-0145                      **Docket Position:** For

Dear Sirs, I am a resident of Verrado in Buckeye and a customer of EPCOR. I am writing to strongly encourage you to decide in FAVOR of FULL CONSOLIDATION in the rate case referenced above. After studying the background it only seems fair and logical for the future of the infrastructure and all involved to consolidate all EPCOR customers. Thank you for Your consideration! Sincerely, Renee Van Horn

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/5/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

---

**Arizona Corporation Commission  
Utilities Complaint Form**

---

**Investigator:** Mary Mee                      **Phone:** <<< REDACTED >>>                      **Opinion Date:** 7/6/2016  
**Opinion Number:** 2016 - 132776                      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Consolidation In Favor                      **Closed Date:** 7/6/2016 9:40 AM

---

**First Name:** Dennis                      **Last Name:** Wheeler                      **Account Name:** Dennis Wheeler  
and Doris Imoto  
**Address:** <<< REDACTED >>>  
**City:** Litchfield Park                      **State:** AZ                      **Zip Code:** 85340  
**Cell:** <<< REDACTED >>>                      **Email:** <<< REDACTED >>>

---

**Company:** EPCOR Sewer \*AAWC                      **Division:** Sewer

---

**Nature Of Opinion**

**Docket Number:** WS-01303A-16-0145                      **Docket Position:** For

My recommendation is to consolidate the 5 wastewater districts. Consolidating the water districts provides a fair and uniform cost basis for all wastewater districts and does not overburden one district.

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/6/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

---



Arizona Corporation Commission  
Utilities Complaint Form

Investigator: Mary Mee Phone: <<< REDACTED >>> Opinion Date: 7/7/2016  
Opinion Number: 2016 - 132793 Priority: Respond within 5 business days  
Opinion Codes: Rate Case Items - Consolidation Opposed Closed Date: 7/7/2016 8:04 AM

First Name: Don Last Name: Scogings Account Name: Don Scogings  
Address: <<< REDACTED >>>  
City: Sun City State: AZ Zip Code: 85373  
Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: EPCOR Sewer \*AAWC Division: Sewer

Nature Of Opinion

Docket Number: WS-01303A-16-0145 Docket Position: Against  
Comment on the EPCOR wastewater consolidation ( Decision No. 74881 ) Sun City,s current rate is \$22.11, the proposed Stand-AlOne and Deconsolidated residential rate is \$25.03 a 13% increase. The proposed consolidated year 3 rate is \$41.02 a 85% increase. The majority of home owners in Sun City live on fixed incomes. An 85% increase in utility rate that provides no increase in service just can not be justified. I strongly oppose the "consolidated" proposal.

**Investigation**  
Date: 7/7/2016 Analyst: Mary Mee Submitted By: Telephone Type: Investigation  
Comments noted for the record and docketed. CLOSED