To: Docket Control

RE: EPCOR       Docket #WS-01303A-19-0011

Please docket the attached __3____ 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
EPCOR proposed increase of 36% Surcharge is utterly ridiculous! It basically amounts to $2.65 per 1,000 gallons of water or the amount of over $18 month increase for my household, plus they will want more money the next time. That increase is more than inflation per year. Why does Anthem have to foot the increase when some will pay as little as $.04 for the same 1,000 gallons of water? I believe the costs are a little out of whack don't you?
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Roxanne Best  Phone: <<< REDACTED >>>  Opinion Date: 2/13/2019
Opinion Number: 2019 - 157707
Opinion Codes: Rate Case Items - Opposed  Closed Date: 2/13/2019 2:29 PM

First Name: Douglas  Last Name: Heim  Account Name: Douglas Heim
Address: <<< REDACTED >>>
City: Anthem  State: AZ  Zip Code: 85086
Cell: <<< REDACTED >>>  Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.  Division: Water

Nature Of Opinion

The interim rate proposed for Anthem represents a 36% increase over what is currently being charged. The proposed increase, if enacted, will create a burdensome rate for a basic utility that is not discretionary for users, but is a necessity for everyday living. The commission has been unable to enact a new rate structure which suggests that the most equitable temporary solution would be to maintain the current rates until a reasonable revision can be agreed upon. Ultimately, it is hoped that the issue of consolidation will be revisited, and at least a partial consolidation will be seriously considered. Thank you for your serious consideration of this matter.

Investigation

Date:  Analyst:  Submitted By:  Type:
2/13/2019  Roxanne Best  Web Submission  Investigation

Comments noted for record and docketed. Closed.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Roxanne Best  Phone: <<<< REDACTED >>>  Opinion Date: 2/13/2019
Opinion Number: 2019 - 157704  Closed Date: 2/13/2019 9:11 AM
Opinion Codes: Rate Case Items - Opposed

First Name: Lona  Last Name: Durand
Address: <<<< REDACTED >>>
City: Anthem  State: AZ  Zip Code: 85086
Home: <<<< REDACTED >>>  Email: <<<< REDACTED >>>
Account Name: Lona Durand
Company: Epcor Water Arizona Inc.  Division: Water

Nature Of Opinion

EPCOR should NOT be granted any increase or surcharge. Anthem has paid extremely high water bills for years. Those with 1" meters already have a $40/month surcharge - millions of dollars prepaid to EPCOR. Other municipalities, Phoenix, Peoria, Glendale charge only pennies per month for a 1" meter vs a 3/4 or 5/8 meter. This surcharge should be removed and any further increase or surcharge DISALLOWED.

Investigation
Date: 2/13/2019  Analyst: Roxanne Best  Submitted By: Web Submission  Type: Investigation
Comments noted for record and docketed. Closed.