February 15, 2019

To: Docket Control

RE: - Epcor Water Arizona Inc. - Customer Comments

Docket No. WS-01303A-19-0011

Please docket the attached ___14___ customer comments to the above filed case.

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

Filed by: Utilities Division – Consumer Service
Arizona Corporation Commission
Utilities Complaint Form

<table>
<thead>
<tr>
<th>Investigator: Jenny Gomez</th>
<th>Phone: &lt;&lt;&lt; REDACTED &gt;&gt;&gt;</th>
<th>Opinion Date: 2/14/2019</th>
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<tr>
<td>First Name: Barbara</td>
<td>Last Name: Hector</td>
<td>Account Name: Barbara Hector</td>
</tr>
<tr>
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<tr>
<td>City: Anthem</td>
<td>State: AZ</td>
<td>Zip Code: 85086</td>
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<tr>
<td>Cell: &lt;&lt;&lt; REDACTED &gt;&gt;&gt;</td>
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<tr>
<td>Company: Epcor Water Arizona Inc.</td>
<td></td>
<td>Division: Water</td>
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Nature Of Opinion

**Docket Number: WS-01303A-19-0011**

We simply cannot afford such an increase. This could force us to greatly reduce water use by not watering outdoors (which the HOA won't support) or place our home for sale although who would buy it with the high cost of water? This price increase will have a huge, negative impact on the Anthem community.

Investigation

<table>
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<th>Date:</th>
<th>Analyst:</th>
<th>Submitted By:</th>
<th>Type:</th>
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<tbody>
<tr>
<td>2/15/2019</td>
<td>Jenny Gomez</td>
<td>Telephone</td>
<td>Investigation</td>
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Noted and filed for the record in Docket.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez  Phone: <<< REDACTED >>>  Opinion Date: 2/14/2019
Opinion Number: 2019 - 157718  Opinion Codes: Rate Case Items - Opposed  Closed Date: 2/14/2019 3:55 PM

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

Nature Of Opinion

I am against this so-called “temporary” surcharge of 36%. There is no information as to the true operating costs, and EPCOR has consistently filed requests for increase in fees. They tried for a 50% increase, but having been refused, now are trying for a 36% increase. How long is “temporary”? I submit that it is only temporary until they can add an additional 15% to achieve their original request. I do not believe that EPCOR has not been granted an increase in rates since 2010, as their spokesperson claims. Also, EPCOR has tried for years to achieve increases using a "consolidation" method, and thereby pitting Sun City customers against Anthem customers, and so forth. Moreover, their spokesperson alludes to the "sophisticated technology of the Anthem water plant", which she states "adds to the maintenance costs". This defies logic and common sense. A 'sophisticated' technological advancement always serves to reduce operating costs, not to increase them. Finally, the tax cut of 2017 reduced tax liability for corporations by a substantial margin. As evidence thereof, corporations and several utility companies gave bonuses to their employees and in the case of utilities, to their customers. How then, can EPCOR justify such a substantial increase of 36%?!

Investigation
Date: 2/14/2019  Analyst: Jenny Gomez  Submitted By: Telephone  Type: Investigation

Noted and filed for the record in Docket.
Arizona Corporation Commission
Utilities Complaint Form

**Investigator:** Jenny Gomez  
**Phone:** <<< REDACTED >>>  
**Opinion Date:** 2/14/2019

**Opinion Number:** 2019 - 157720  
**Opinion Codes:** Rate Case Items - Demand/ Opposed  
**Closed Date:** 2/14/2019 3:59 PM

**First Name:** John  
**Last Name:** Balzer  
**Account Name:** John Balzer

**Address:** <<< REDACTED >>>  
**City:** Anthem  
**State:** AZ  
**Zip Code:** 85086

**Company:** Epcor Water Arizona Inc.  
**Division:** Water

**Nature Of Opinion**

**Docket Number:** WS-01303A-19-0011  
**Docket Position:** Against

I would like the Commission to reject these surcharge rates and ask EPCOR to move quickly to propose what the customers want. Standalone rates for some and consolidated rates for those districts that make sense. I put the blame on EPCOR for not suggesting early as was done by some districts that a partial consolidation made sense instead of the all or none solution. It turned out that the Commissioners hinted that another choice made sense. Put the pressure on EPCOR to get this done.

**Investigation**

**Date:** 2/14/2019  
**Analyst:** Jenny Gomez  
**Submitted By:** Telephone  
**Type:** Investigation

*Noted and filed for the record in Docket.*
Arizona Corporation Commission
Utilities Complaint Form

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<tr>
<td>Address: &lt;&lt;&lt; REDACTED &gt;&gt;&gt;</td>
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<td>Division: Water</td>
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Nature Of Opinion

Docket Number: WS-01303A-19-0011
Docket Position: Against

Anthem already pays the highest rate in the county. It is not fair and the costs should be spread over all locations.

Investigation

| Date: 2/15/2019 | Analyst: Jenny Gomez | Submitted By: Telephone | Type: Investigation |

Noted and filed for the record in Docket.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez     Phone: <<< REDACTED >>>     Opinion Date: 2/14/2019
Opinion Number: 2019 - 157730     Opinion Codes: Rate Case Items - Opposed     Closed Date: 2/15/2019 8:24 AM
First Name: Mel     Last Name: Kahn     Account Name: Mel Kahn
Address: <<< REDACTED >>>
City: Anthem     State: AZ     Zip Code: 85086
Cell: <<< REDACTED >>>     Email: <<< REDACTED >>>     Division: Water
Company: Epcor Water Arizona Inc.

Nature Of Opinion
Docket Number: WS-01303A-19-0011
Docket Position: Against
I can't understand how the rates for the same product supplied by the same provider can be so different. How can that be fair?

Date:        Analyst:         Submitted By:         Type:
2/15/2019    Jenny Gomez    Telephone    Investigation

Noted and filed for the record in Docket.
Arizona Corporation Commission
Utilities Complaint Form

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<td>First Name: Wayne</td>
<td>Last Name: Bryce</td>
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<tr>
<td>Company: Epcor Water Arizona Inc.</td>
<td>Division: Water</td>
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Nature Of Opinion

Docket Number: WS-01303A-19-0011
Docket Position: Against

Rates in Anthem are already high compared to surrounding communities.

Investigation

| Date: 2/15/2019 | Analyst: Jenny Gomez | Submitted By: Telephone | Type: Investigation |

Noted and filed for the record in Docket.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez   Phone: <<< REDACTED >>>   Opinion Date: 2/14/2019

Opinion Number: 2019 - 157732
Opinion Codes: Rate Case Items - Opposed

First Name: Sylvia   Last Name: Barnett
Address: <<< REDACTED >>>
City: Anthem   State: AZ
Cell: <<< REDACTED >>>

Account Name: Sylvia Barnett
Company: Epcor Water Arizona Inc.
Division: Water

Nature Of Opinion

A surcharge of $2.65/1,000 gallons on Anthem ratepayers (east of I-17), which equates to about a 36% increase for those using the average 7,000 gallons. The above proposal is incogitable.

Investigation
Date: 2/15/2019   Analyst: Jenny Gomez
Submitted By: Telephone   Type: Investigation

Noted and filed for the record in Docket.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez  Phone: <<< REDACTED >>>  Opinion Date: 2/14/2019
Opinion Number: 2019 - 157733  Closed Date: 2/15/2019 8:38 AM
Opinion Codes: Rate Case Items - Opposed

First Name: William  Last Name: Matthews  Account Name: William Matthews
Address: <<< REDACTED >>>
City: NEW RIVER  State: AZ  Zip Code: 85087
Cell: <<< REDACTED >>>  Email: <<< REDACTED >>>
Company: Epcor Water Arizona Inc.  Division: Water

Nature Of Opinion
Epcor rates are already expensive (in Anthem) compared to Phoenix water! And now they are proposing something in the range of a 36% "interim" increase! That is absurd. We are a captive audience! The Commission needs to step in, demand a consolidated rate for all districts and phase it in over 3 years to where ALL Epcor customers are paying the same rates.

Investigation
Date: 2/15/2019  Analyst: Jenny Gomez
Submitted By: Telephone  Type: Investigation

Noted and filed for the record in Docket.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez
Phone: <<< REDACTED >>>
Opinion Date: 2/14/2019

Opinion Number: 2019 - 157734
Opinion Codes: Rate Case Items - Opposed
Closed Date: 2/15/2019 8:39 AM

First Name: Black Hole
Investments, LLC
Last Name: Richard Beyer
Account Name: Black Hole
Investments, LLC Richard Beyer
Address: <<< REDACTED >>>
City: Anthem
State: AZ
State: AZ
Cell: <<< REDACTED >>>
Zip Code: 85086
Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.
Division: Water

Nature Of Opinion

Docket Number: WS-01303A-19-0011
Docket Position: Against

The increase is an unreasonable amount. The cost of Epcor water on the east side is already considerably higher than Phoenix water on the west side. The high cost of Epcor water makes it less desirable to buy a home on the east side. In a community that is serviced by two utilities providing same service, Epcor water should be required to provide its service at a competitive rate. Or give customers a choice of provider similar to cable companies. In my opinion, this proposed increase is highway robbery. Richard Beyer.

Investigation

Date: 2/15/2019
Analyst: Jenny Gomez
Submitted By: Telephone
Type: Investigation

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Arizona Corporation Commission
Utilities Complaint Form

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<td>First Name: Charles</td>
<td>Last Name: Wright</td>
<td>Account Name: Charles Wright</td>
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<tr>
<td>Company: Epcor Water Arizona Inc.</td>
<td>Division: Water</td>
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Nature Of Opinion

Docket Number: WS-01303A-19-0011

Please re-consider Epcor Water's petition for increase of rates prior to a final decision on the overall adjustment to water rates as originally purposed. This request by Epcor is not only premature, but is without a valid basis as per due process by Corporate Commission. A utility has to be controlled and not allowed to spontaneously charge ahead in making requests on a sole judgement by the water company. Arizona has a corporate commission that must act in accordance to the policies established by State of Arizona Government. As a member of Anthem Country Club/Community we have been subject to less than desirable adjudication of water rates from day of inception of this subdivision. Regards, Charles E. Wright Alice A. Wright

Investigation

Date: 2/15/2019

Analyst: Jenny Gomez

Submitted By: Telephone

Type: Investigation

Noted and filed for the record in Docket.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez  Phone: <<< REDACTED >>>  Opinion Date: 2/14/2019
Opinion Number: 2019 - 157736
Opinion Codes: Rate Case Items - Opposed  Closed Date: 2/15/2019 8:42 AM

First Name: Jill  Last Name: Hein  Account Name: Jill Hein
Address: <<< REDACTED >>>
City: ANTHEM  State: AZ  Zip Code: 85086
Cell: <<< REDACTED >>>  Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.  Division: Water

Nature Of Opinion

If raising the rates for Anthem by 59% or even 39% is your recommendation then it is better to reject the proposal. The committee should consider freezing increases for those of us paying the highest rates until communities paying the lowest rates pay the same as we do. It is unreasonable and unfair to charge people based on anything other than usage. Where we live should not be the issue at all.

Investigation

Date:  Analyst:  Submitted By:  Type:
2/15/2019  Jenny Gomez  Telephone  Investigation

Noted and filed for the record in Docket.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez
Phone: <<< REDACTED >>>
Opinion Date: 2/14/2019

Opinion Number: 2019 - 157737
Opinion Codes: Rate Case Items - Opposed
Closed Date: 2/15/2019 8:43 AM

First Name: James
Address: <<< REDACTED >>>
City: Anthem
Home: <<< REDACTED >>>
Company: Epcor Water Arizona Inc.
Nature Of Opinion

Last Name: Yeakley
State: AZ
Cell: <<< REDACTED >>>
Division: Water
Account Name: James Yeakley
Zip Code: 85086
Email: <<< REDACTED >>>

Docket Number: WS-01303A-19-0011
Docket Position: Against

A 36% increase isn't a reasonable solution when more equitable solutions are possible.

Investigation

Date: 2/15/2019
Analyst: Jenny Gomez
Submitted By: Telephone
Type: Investigation

Noted and filed for the record in Docket.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez
Phone: <<< REDACTED >>>
Opinion Date: 2/14/2019

Opinion Number: 2019 - 157738
Opinion Codes: Rate Case Items - Opposed
Closed Date: 2/15/2019 8:44 AM

First Name: Robin
Last Name: Weisgerber
Account Name: Robin Weisgerber

Address: <<< REDACTED >>>
City: Anthem
State: AZ
Zip Code: 85086
Cell: <<< REDACTED >>>
Cell: <<< REDACTED >>>
Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.
Division: Water

Nature Of Opinion

Docket Number: WS-01303A-19-0011
Docket Position: Against

As a resident I know that our rates are already a burden for a small home and no pool. We currently pay $109/monthly. It's most unreasonable to expect Eastside customers to bare the burden of an additional 36% increase intern rates while the decision for our future rate is pending. We highly disapprove.

Investigation

Date: 2/15/2019
Analyst: Jenny Gomez
Submitted By: Telephone
Type: Investigation

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**Arizona Corporation Commission**

**Utilities Complaint Form**

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<tr>
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<th>Last Name: Dake</th>
<th>Account Name: Richard Dake</th>
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**Company:** Epcor Water Arizona Inc.

**Division:** Water

**Nature Of Opinion**

Docket Number: WS-01303A-19-0011

Docket Position: Against

Water is already too expensive in this area. Stop increasing the price of water before you kill the real estate market up here. This is nothing more than corporate greed!

**Investigation**

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