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
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Michael Buck  Phone: <<< REDACTED >>>  Opinion Date: 2/12/2019
Opinion Number: 2019 - 157703
Opinion Codes: Rate Case Items - EPCOR  Closed Date: 2/13/2019 2:35 PM

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

Company: Epcor Water Arizona Inc.  Division: Water

Nature Of Opinion

The water rates imposed on Anthem are already not in line with the rest of Phoenix. How is it fair for this greedy company to keep raising an already uneconomical rate? This is what happens when there are no checks and balances in place for politicians. Make sure to note who this judge is when rejections come up.

Investigation

Date:  Analyst:  Submitted By:  Type:
2/13/2019  Michael Buck  Telephone  Investigation

Entered into the record and docketed.
Dear Sirs,

I read with some alarm the request for interim rate increases posted last week in the Arizona Republic (too late for me to register for intervention) by EPCOR Water Arizona Inc.

I doubted that I understood the request so I went to the EPCOR office in Sun City, and they confirmed that they were asking for an interim increase in water cost for Sun City of $1.07 per 1000 gallons used. I am a board member on a condominium board in Sun City in addition to being a homeowner, and a quick check of the previous year’s water bills showed that they would be asking for a 43% increase in our cost for water, assuming the same usage rate. We have worked for years to reduce our water usage to the absolute minimum consistent without situation, and cannot reduce it more without forcibly (not in our power, anyway) requiring every resident to buy and install the most water efficient toilets, faucets, and other appliances. Sanitation would seem to require that we not flush toilets less frequently.

At the requested rate, our water last year would have cost our association an extra $8,500, or approximately $250 per resident. Our homeowners simply cannot afford such an unjustified increase. It has been hown over the years that the Sun City water system installed by Del Webb is far superior to current installations in EPCOR's system, and EPCOR is trying to make its profits on the back of Sun City residents in spite.of that. Please check this site if you are not aware of comparative incomes in the areas you have been chosen to represent - https://www.incomebyzipcode.com/arizona The average per capita income in Sun City is $47,619 (Youngtown, on the same water system, is even less.) Anthem is
$119,140, Sun City West is $60,804, for Chaparral I can only guess since it includes Fountain Hills. People moved to Sun City because of its affordability. EPCOR is constantly biting away at that, inexcusable for a water company wholly owned by a town in Canada! Please don't let them continue this onslaught!

Thank you.

Russell Denison

<<< REDACTED >>>, AZ 85351

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Entered into the record and docketed. Closed.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Michael Buck Phone: <<< REDACTED >>> Opinion Date: 2/12/2019
Opinion Number: 2019 - 157702 Opinion Codes: Rate Case Items - EPCOR Closed Date: 2/13/2019 2:32 PM

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

Company: Epcor Water Arizona Inc. Division: Water

Nature Of Opinion
Consistent service and uniform water/sewage rates. Anthem should not subsidize other municipalities.

Investigation
Date: Analyst: Submitted By: Type:
2/13/2019 Michael Buck Telephone Investigation

Entered into the record and docketed.