To: Docket Control

RE: EPCOR
Docket No. WS-01303A-19-0011

Please docket the attached 27 customer comments for the above filed case.

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

Filed by: Utilities Division – Consumer Services
Before even considering a rate increase the entire system must be in compliance. How can EPCOR be in compliance if the agency in charge of determining such compliance is missing information, has inaccurate information and the information it DOES have is not current? 1) EPCOR water North Mohave Valley. This system shows 7 active tanks (6 300KG and 1 500KG) among 4 sites, all appear to be correct, in service, decent shape, and were last surveyed in 2013. 2) EPCOR water Lake Mohave Highlands. This system shows 2 active tanks and 2 wells (1 MG and 200KG) with ADEQ which is incorrect. At the 3000 Locust address there are 2 tanks (150KG? & 250KG?) One is in service (the bigger one) The smaller had recommendations issued back in 2009, nothing was done except for taking it out of service. 3187 Locust, a facility bearing the same system ID (AZ0408062) has 2 tanks (100KG? and 250KG?) both not shown with ADEQ. The smaller tank is the only one that appears to be active. Additionally, the site bears a well ID ADWR 55-548414 that is not listed in ADEQ SDWIS referencing AZ0408062. Tank locations can be viewed here. 3) EPCOR water Desert Foothills. This system shows 3 tanks (3 500KG). 2 tanks are located in Desert Foothills. A survey taken in 2009 noted 4 unresolved deficiencies. 2 were easily fixed, the other 2 are unknown if logs were produced or additional testing conducted. Additionally, the roof on the south tank needs coating and the other tank's overflow may pose a risk to the occupied dwelling to the North. The third tank was recently acquired from Laughlin Ranch and is located at 3243 Cochran. It was last surveyed in 2013. Of minor note the target cable again needs to be re-screened as was noted in 2009. 4) EPCOR water Mohave. This system contains 16 tanks (that I could find) located at 12 sites. The last survey occurred in 2014 and NO deficiencies were noted then or at any time prior according to SDWIS. If you view the actual past reports 2007, 2011, 2012 it appears the problems noted in 2011 and 2012 disappeared from the record and it looks like not all of the storage tanks were ever evaluated (shows only 10 tanks even in 2014)...

Current issues that stand out are as follows: -The Rio Grande Road (River Bend) tank/site has been out of service and abandoned. -The overflow at Big Bend Acres looks like it needs to have a screen. -The target at Black Mountain is inoperable. -The Bullhead (2480 Decker Dr) tank has an overflow that is broken off where it daylight and is filled with dirt. The well information posted by EPCOR is for an inactive well that is supposed to be located around the 200 block of Tedford Ave. ADEQ does not show a WL55-603479 and instead shows WL55-603477 in the Decker location as active. -One Tank at Laredo Village appears to need a splash block and overflow screen. -One Tank at Mesa Vista has exterior corrosion which may also include the interior. 5) EPCOR water Camp Mohave. This system contains 1 tank and is not noteworthy. 6) EPCOR water Willow Valley Lake Cimarron. This system contains 1 tank. It's noted that the hatch is not secured and piping has been added through the hatch with a sediment bag attached that does not look to be being de-chlorinated. 6 Deficiencies were last noted in 2009 and show to be unresolved while the 2016 survey shows none. 7) EPCOR water Willow Valley King Street. ADEQ shows this system to have 2 tanks with 1 inactive; however, prior documents show it to have 3 tanks. There is a tank located on Commercial Street which looks to be in service however no information is posted at the facility. The larger tank at King Street is listed as
inactive. It shows staining on the exterior from spillovers and the tank vent bell is missing but has been covered over with screening. The target is non-operational. A 2009 survey still shows 5 unresolved deficiencies. 8) EPCOR water Rio Vista Ranches. This system contains NO tanks and is not noteworthy. 9) EPCOR water Arizona Gateway. This system has 1 tank. Shows a hint of exterior corrosion that may be coming from the inside. The last survey was completed in 2017 and showed 2 deficiencies with 1 resolved. The outstanding had to do with not having enough sample points for the lead and copper rule. Additional sampling was required with taking the highest value. It's unknown if this was/is being met as there is not an employee on site. One of the >6" external valves is leaking and has been for some time. 10) EPCOR water Lake Havasu. This system consists of 6 tanks at 5 different locations. 1 tank (Pero Street) is out of service and in need of repair as was noted in previous surveys. The Booster Tank target and cable is in disrepair and the vault has been left open. Given all of the above information, photos, past reports and length of time, it's easy to determine that that EPCOR is not in compliance with ADEQ requirements for operation and maintenance of the physical facilities as of today's date. Zipfile att.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Trish Meeter  Phone: <<< REDACTED >>>  Opinion Date: 2/18/2019
Opinion Number: 2019 - 157768
Opinion Codes: Rate Case Items - Opposed  Closed Date: 2/19/2019 4:33 PM

First Name: Michelle  Last Name: Danon  Account Name: Michelle Danon
Address: <<< REDACTED >>>
City: New River  State: AZ  Zip Code: 85087
Home: <<< REDACTED >>>  Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.

Nature Of Opinion


PLEASE do not let Epcor raise our water rates!!! Here in New River, we are absolutely being raped by this rapacious company. We beg you please to consider our position. PLEASE do not let Epcor raise any part of our water bills!!!!! It is becoming impossible to be middle class and have quality of life anymore. Our taxes are being raised, healthcare cost is astronomical, Utility companies are constantly demanding more money for services and my income stays the same!!! Please have a heart and protect us, the consumers. Thank you !!!!!!
This is absolutely ridiculous!!!!! This private water company has been holding us hostage with higher rates since Anthem was initiated as a community. People in municipalities pay 3/4 less than we do for our water. I am sick of being taken advantage of by a BIG corporation who thinks they can rape good, hard working people to line their greedy pockets. I respectfully request as a hard working person who lives paycheck to paycheck and works 3 jobs that you deny Epcor Water Arizona Inc. any type of increase now or ever!!!
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Trish Meeter  Phone: <<< REDACTED >>>  Opinion Date: 2/18/2019
Opinion Number: 2019 - 157766
Opinion Codes: Rate Case Items - Opposed  Closed Date: 2/19/2019 4:29 PM

First Name: Frances  Last Name: DeJesus  Account Name: Frances DeJesus
Address: <<< REDACTED >>>
City: Anthem  State: AZ  Zip Code: 85086
Home: <<< REDACTED >>>  Home: <<< REDACTED >>>  Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.

Nature Of Opinion

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

The proposed increases are exorbitant. We have fixed income and should not be burdened by this drastic increase. Increase should be shared evenly by all districts. We have 8,732 residents compared to 30,000 residents in sun city. If the increase is spread out, each residents share will be bearable. A lot of our friends have moved away from anthem because of of water rates spiraling. It just isn't t right for anthem to be punished with excessive water rate increases. Majority of our residents are senior citizens. Single family homes and families who have 3 or 4 young children who are here in anthem to get the best schools and are struggling to make both ends meet.
The water rate increase is exorbitant & Anthem residents bear the heavy burden compared with the other areas. Moved to Arizona because of the cost of living is lower than California but the increase in utility bills will wipe out the savings especially to seniors with fixed income. The further increase will make it a hardship to live in this part of town. If these continue to be the trend, people will catch on and more new housing constructions will go bust. If rates need to increase, it has to be spread equally and shared equally by surrounding cities so the burden does not fall heavy on the few.
IN MY LIFETIME I HAVE BEEN GENERAL COUNSEL TO A NUMBER OF CORPORATIONS. I UNDERSTAND THE DOUBLESPEAK USED TO MANIPULATE REGULATORS INTO BELIEVING THAT WHICH IS NOT SO. THIS EPCOR BUSINESS HAS BEEN GOING AROUND FOR TOO LONG. THE PROPOSED RATE HIKE FOR ANTHEM (I AM AN ANTHEM RESIDENT) IS BEYOND THE PALE. EVERY CORPORATION SEEKS TO RAISE PRICES WHEREVER AND WHENEVER POSSIBLE, RATHER THAN EQUALIZE THE PRICING AMONG ALL USERS/PURCHASERS. HERE IS THE PROBLEM, OF COURSE: WE, IN ANTHEM, HAVE NO OTHER RE COURSE FOR OUR WATER. EPCOR CONTROLS THE PRODUCT AND THE PRICING.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Trish Meeter  Phone: <<< REDACTED >>>  Opinion Date: 2/16/2019
Opinion Number: 2019 - 157757
Opinion Codes: Rate Case Items - Opposed  Closed Date: 2/19/2019 4:20 PM

First Name: William  Last Name: Engler  Account Name: William Engler
Address: <<< REDACTED >>>
City: Anthem  State: AZ  Zip Code: 85086
Home: <<< REDACTED >>>  Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.

Nature Of Opinion

As a resident of Anthem I believe our community is being targeted by an unfair water rate in the interim case. We will be charged too much in comparison with rate payers in other communities. Thank you for your consideration.
Something has to give on the exorbitant surcharge being asked to be placed on Anthem east side residents. A reasonable increase is fine, but 36% or more is ridiculous. This will equate to an additional $200+ or more out of homeowners pockets. I've never seen anything increase that much.
We are already paying much higher rate than the city of Phoenix charges.
I am strongly against the interim surcharge proposal by Epcor water as it will increase my bill by 36% which is an amount which could cause me to move from my home in this area based on the consistent double digit increases by Epcor to the Anthem residents. To add $18.56 to a current $50.91 bill is quite significant and is not warranted. The cost to maintain the system in Anthem cannot warrant an increase of this size and, as previously stated, has caused our family to considering relocating to a different area due to the nature of this happening often and making water rates affordable in our area. It's not understandable to us how a few miles west (on the west side of the I17) the residents are charged significantly lower rates and yet they are in the same area/town...how is it that Epcor's water costs so much more than the west side of Anthem with Phoenix city water? It's illogical and price gouging.
Our water rates already are quadruple what would be considered an acceptable range, and despite assurances from Epcor, many members of our community believe that the murky water periodically delivered to Anthem is unsafe to drink.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Trish Meeter
Phone: <<< REDACTED >>>

Opinion Number: 2019 - 157674
Opinion Codes: Rate Case Items - Opposed

First Name: Ariana
Last Name: Cerna
Address: <<< REDACTED >>>
City: Anthem
State: AZ
Cell: <<< REDACTED >>>
Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.

Nature Of Opinion

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

I am against the EPCOR Water Arizona interim surcharge proposal.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Trish Meeter
Phone: <<< REDACTED >>>
Opinion Date: 2/8/2019

Opinion Number: 2019 - 157675
Opinion Codes: Rate Case Items - Opposed
Closed Date: 2/12/2019 11:33 AM

First Name: Ann
Last Name: Costa
Account Name: Ann Costa

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

Home: <<< REDACTED >>>
Cell: <<< REDACTED >>>
Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.
Division: Sewer

Nature Of Opinion

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

We already pay higher water rates.

Investigation

Date: 2/12/2019
Analyst: Trish Meeter
Submitted By: Telephone
Type: Investigation
called customer to verify company for which opinion referenced.
I don't believe it is necessary to add a substantial interim increase to our rates during the time the Corporate Commission is trying to make up its mind on consolidation of the Epcor Water Districts. I believe our current rates are sufficiently high enough now to cover the time period involved in the decision making.
I believe such an increase, even on an interim basis, is excessive for those of us that are on a fixed income. We are already paying much higher rates than most of the surrounding communities. I understand the need for infrastructure maintenance and improvements, but the burden of paying for these needs to be distributed evenly and fairly.
A 36 percent hike to the typical water bill for Anthem east-side residents is unacceptable. I can't speak for EPCOR employees but nobody I know has gotten a 36% pay raise over the last 20 years unless they started as entry level employees. Imagine if you were on a fixed income, a 36% increase is not going to be coming on their social security checks for the remainder of their lives.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Trish Meeter
Phone: <<< REDACTED >>>
Opinion Date: 2/8/2019

Opinion Number: 2019 - 157670
Opinion Codes: Rate Case Items - Opposed
Closed Date: 2/8/2019 4:37 PM

First Name: Stephen
Last Name: Teodoro
Account Name: Stephen Teodoro

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

Company: Epcor Water Arizona Inc.
Division: Water

Nature Of Opinion

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

Please do not impose the interim water rates as the projected 36% increase in my water bill would be an onerous increase in this important basic service. As a retired person living on a fixed income and raising my five year old granddaughter, the cost of such an increase would be difficult to absorb in my current budget. Thank you.
My average water usage, for the last 17 years in Anthem, is 2,000 gallons per month. Why must I pay for others' water usage? My bill already went up, by an average of $22 per month, when Sewer Fees went up. I'm on a fixed income and do my best to conserve water. I do not see any incentives to conserve water!
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Trish Meeter  Phone: <<< REDACTED >>>  Opinion Date: 2/8/2019
Opinion Number: 2019 - 157659  Opinion Codes:  Rate Case Items - Opposed  Closed Date: 2/8/2019 8:32 AM

First Name: Lona  Last Name: Durand  Account Name: Lona Durand
Address: <<< REDACTED >>>
City: Anthem  State: AZ  Zip Code: 85086
Home: <<< REDACTED >>>  Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.  Division: Water

Nature Of Opinion


Please do NOT grant EPCOR a 36% increase for our water bills. I am already charged a surcharge of $40 per month just because a 1" water meter was installed at my residence. I cannot believe that EPCOR has spent anywhere near the millions of dollars those of us have paid over the years for a 1" meter. Other municipalities - Phoenix, Glendale, Peoria charge pennies per month for a 1" meter vs a 3/4" or 5/8" meter. Why has EPCOR received - for many years - a $40/month surcharge for same???????? This surcharge of $40/month plus another 36% surcharge should NOT be allowed. My last water bill was $71 for 2,000 gallons of water used (plus taxes etc.), plus $55.00 for sewer (plus taxes etc.). It is absurd to add another 36% to my water bill - that would make my water bill $100 for 2,000 gallons of water plus the sewer fee........over $160 per month. It will be much higher if I have to use the standard 7,000 gallons per month. That is simply gouging the consumer!!! Please, do not allow EPCOR to add yet another surcharge to my bill. Those of us already paying a $40/month surcharge should NOT have to pay another 36%/month surcharge - we have prepaid EPCOR handsomely!!!!! Please be fair to the consumer and stop this outrageous increase request. Thank you.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Trish Meeter  Phone: <<< REDACTED >>>  Opinion Date: 2/8/2019
Opinion Number: 2019 - 157660
Opinion Codes: Rate Case Items - Opposed  Closed Date: 2/8/2019 8:41 AM

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

Nature Of Opinion

A 36% rate increase for one area, that this Utility provides service/water for, is hard to understand. Putting the financial burden on one group to fund water usage by many others is unfair, unjust and socialist. Many good families have moved from Anthem due to the exorbitant water rates. I will strongly consider selling and moving from this community should the financial burden for water remain East of I-17.
First Name: Edmund  
Last Name: Senska  
Account Name: Edmund Senska

Company: Epcor Water Arizona Inc.

Nature Of Opinion

Docket Number: WS-01303A-01-0735  
Docket Position: Against

First, the Docket #WS-01303A-19-0011 does not appear in the pull down directory. This # was given in the IN & OUT for Anthem, AZ. My wife and I are both retired and rate hikes like the proposed are unfair to seniors on fixed incomes. We have done as much as we can to reduce our water usage as have many people we have talked to, ie flush toilets as little as possible, remove plants not required by the HOA, reduce watering times to bare minimums, shower only 2-3 times a week. What more can we do? We like living here and have for 18 yrs. Our charges for sewer are over $50.00 per month alone. Water around $40-50. We realize that water is becoming a scarcity in the SW and we need to be doing all we can to keep it's usage down. Many seniors, like ourselves, can see that with increasing costs of almost everything it is going to be more and more difficult to make ends meet. Please do not allow this increase to go forward. Thank you.
Please stop the favoritism and the politicking. Vote for a flat constant surcharge across all the districts. A 5% increase sounds fair. Epcor should consider themselves lucky to get a 5% increase considering most of their customers maybe saw a 2% earnings increase.
Arizona Corporation Commission
Utilities Complaint Form

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<th>Last Name: Levenson</th>
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Company: Epcor Water Arizona Inc.

Nature Of Opinion

No more rate hikes. It's already too costly for the same water the rest of the valley gets. This is extortion. Monopolizing on residents that have no other alternative water choice. If the rates are raised we should have the option to have Phx city water.

Docket Position: Against
Nature Of Opinion

Docket Position: Against

A 36% surcharge is outrageous even for an interim. This means our bill will increase by $40 each month or $480 per year. Please do not allow Epcor to take advantage outside of the normal rate-setting and regulatory review process for determining rates. We already pay significantly more than the Phoenix residents and have done so for years. Please force Epcor to better manage its costs.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Trish Meeter
Phone: <<< REDACTED >>>
Complaint Date: 2/19/2019

Complaint Number: 2019 - 157775
Priority: Respond within 5 business days

Closed Date: 2/19/2019 4:44 PM

Rate Case Items - Opposed

First Name: Susan
Last Name: Mapes
Account Name: Susan Mapes

Address: <<< REDACTED >>>
City: Fountain Hills
State: AZ
Zip Code: 85268
Cell: <<< REDACTED >>>
Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.

Nature Of Complaint

Since Epcor Water took over the water service in Fountain Hills our water pressure has fallen to a pencil size stream from the faucets especially the kitchen sink. We had a plumber come to check our faucets to determine whether or not they were in good working order. The faucets were found to be good and clear of any obstruction. The water pressure in the morning when taking a shower is insufficient. Several of the residents in our HOA complained at our 2019 HOA annual meeting about the water pressure. One of our residents has been contacting Epcor about this problem for several years. He became aware of Epcor's practice of diverting pumps from residents service in the morning to the commercial business of watering the golf courses in town. Epcor seems always to be asking for rate hikes. We don't mind paying a fair rate for water. However, Epcor should be required to run all pumps at all times and correct the problem of low water pressure by adding pumps or whatever is needed to supply consistent adequate water pressure throughout the day to both their residential and commercial customers. Our development, The Ridge at Diamanté del Lago, is at the top of a hill so I suspect maybe auxiliary equipment should be installed to correct this problem. We have no recourse with the city of Fountain Hills because the water company is private. The city people say they can't help. Why should a necessary resource like water be allowed to be run by a private company and not run by the city which has a bigger stake in the public's interest? Thank you for your help in this matter.
My husband and I are Epcor customers for the last 5 years. We oppose the drastic increase in water rates Epcor proposes. There must be a better way than increasing them all at once. A 36% increase is hard to take. We are retired and on a fixed income. Thank you.
A reasonable 5 year plan of rate adjustments was proposed which would have equalized payments throughout Epcor’s various communities. Sun City residents with the remarkably low rates responded negatively in massive numbers even though this was the only equitable solution especially since their system has the oldest infrastructure. Now Anthem residents with the second highest rates are threatened with the 2nd highest increase in rates, while Sun City continues to enjoy low rates and a low increase in rates. My thoughts as a senior citizen is that the Corporation Commission should treat all of its constituents equally. I believe that all requests for Epcor to receive a rate increase should be rejected and the 5 year plan should be revisited. Thanks for your consideration.