

WS-01303A-14-0010



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ARIZONA CORPORATION COMMIS.....

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

RECEIVED

Fax:

Priority: Respond Within Five Days

2014 AUG 14 P 3 20

Opinion No. 2014 - 117570

AZ CORP. COMMISSION
DOCKET CONTROL

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Paul

Leyvas, III

Account Name: Paul Leyvas, III

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is:

ORIGINAL

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO. WS-01303A-14-0010***OPPOSE

Arizona Corporation Commission

DOCKETED

Wednesday, August 06, 2014

AUG 14 2014

Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007-2927

DOCKETED BY:

Re: EPCOR Water and Wastewater Rate Design
Sirs,

I would voice my opinion that I and many of my associates are against EPCOR changing and bringing all wastewater customers into one district.

That is the first step. Step number two will be begging and pleading the Corpoation Commission for and increase to EPCOR's customers to pay for additional services and upgrades. There is a possibility that the districts that EPCOR is attempting to consolidate with our district are possibly older and inferior.

If it's not broken, don't try to fix it.

We certainly do not wish to have an increase in our water and waste-water rates. It would be a different story if I and my fellow residents of Sun City were able to have cost of living increases in our Social Security checks, like the government employees, but we don't have that good fortune.

If you allow this to occur I am afraid that some of our citizens will be forced out of their homes.

Increasing taxes, increasing water and power rates, increasing mortgage rates (for those who have a mortgage), high costs for gas, food clothing and essentials if not kept in check will force the fligh of some from out city, county and state.

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EPCOR's letter of July 29, 2014 says in part: "the rates under these scenarios calculated yet to be determined what changes might be". This is code for "get ready for higher rates".

I hope you will take this into consideration as you make your decisions.
Respectfully,
Paul Leyvas, III

**End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 8/11/2014

Opinion No. 2014 - 117570

WS-01303A-14-0010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM
RECEIVED

Investigator: Richard Martinez

Phone:

2014 AUG 14 P 3 20 Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION

Opinion No. 2014 - 117641

Date: 8/13/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Robert

Alley

Account Name: Robert Alley

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 81147

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

WS-01303A-14-0010

From: Robert Alley [mailto:]
Sent: Monday, August 11, 2014 1:18 PM
To: RateCaseQuestions@epcor.com
Cc: Utilities Div - Mailbox
Subject: WS-01303A-14-0010
Jim McKee, vice president, Corporate Services

I am a customer living in Sun City Arizona. I received a letter from EPCOR dated April 14, 2014. This letter was your first and last letter that I received regarding your request for any rate increase.

I learned, 2nd hand, of additional information regarding your other meetings in Sun City. I have called 1800-383-3434 your Customer Service with your Line Busy every time. So much for your Customer Service. Just wasted my time trying to reach you throughout the days. So I tried 1-800-383-0834 and finally a woman answered who's office was in New Mexico. We struggled together, because she was in another State and I had bring her up to speed of my issues. She said the rate increase did not apply to Sun City, Az. But rather Sun City West. So much for your Customer Service again. I am still without any correspondence of your plans. I have tried to reach out but without success. And I am very tired.

Currently we are in Colorado and intend to stay (about 6 months) until it cools down in Sun City, before we return. Which brings up another point regarding absentee owners and those who are gone for the summer up to 6 months. These customers do not impact the waste water problems, so why should they be burdened with higher rates? Rates should be FAIR to those customers who are gone for extended time periods.

Your meetings held during the Summer Months are not wise, because probably half of Sun City customers are

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away out of town until fall. Those customer will not have any say or representation. Why is that?? I can not run to your office to represent my family. Your phones are always busy, and your out of state staff are not able to provide correct information, which is why this e-mail is being sent to you all of you. What is going on with your Customer Service?? I am a very puzzled and disappointed Customer. Other customers that I have talked to feel as I do. Most of us are on fixed incomes, so any increase will impact our lives. Please consider why these concerns are important to us.

Robert Alley

Sun City, Arizona 81147

PS: a copy being sent to AZ. Corporation Commission

(**Also---issued as a Complaint for Epcor to answer**)
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/13
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 8/13/2014

Opinion No. 2014 - 117641
