

SW. 20445A-09-0077
W. 02451A-09-0078
W. 01732A-09-0079

W. 20446A-09-0080
W. 02450A-09-0081
W. 01212A-09-0082

ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM



0000097895

Investigator: Trish Meeter

Phone: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81158 Date: 8/13/2009

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

Complaint By: First: Dawn Last: Garcia

Account Name: Dawn and Randy Garcia Home: (000) 000-0000

Street: [REDACTED] Work:

City: Maricopa CBR:

State: AZ Zip: 85239 is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

- 8/13 DOCKET NO. SW 20445A-09-00773
- W-02451A-09-0078
- W-01732A-09-0079
- W-20446A-09-0080
- W-02450A-09-0081
- W-01212A-09-0082

Caller is opposed to an increase in rates and wanted her comments documented.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed.
End of Comments

Date Completed: 8/13/2009

Opinion No. 2009 - 81158

Arizona Corporation Commission

DOCKETED

AUG 14 2009

DOCKETED BY [Signature]

RECEIVED
2009 AUG 14 P 3:10
AZ CORP COMMISSION
DOCKET CONTROL

SW-20445A-09-0077
 W-20446A-09-0080
 W-20450A-09-0081
 W-01212A-09-0082
 W-02451A-09-0078
 W-01732A-09-0079

**ARIZONA CORPORATION COMMISSION
 UTILITY COMPLAINT FORM**

Investigator: Richard Martinez **Phone:** (520) 628-6555 **Fax:** (520) 628-6559

Priority: Respond Within Five Days

Opinion No. 2009 80848 Date: 8/5/2009

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

Complaint By: First: **Federick & Charlene Sanders** Last:

Account Name: Federick & Charlene Sanders Home: ()

Street: Work:

City: Mohave Valley CBR:

State: AZ Zip: 86440 is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

(SW-20445A-09-0077)

We are a customer of the Willow Valley water system and are completely and totally AGAINST the revenue increase requested by GLOBAL UTILITIES. Our water is not fit to drink and do not even give it to our dogs to drink. We have a filter system and it plugs up any where from 4 to 7 days, when it should last 3 MONTHS. WATER THAT COMES INTO OUR HOUSE IS FILTHY AND BROWN IN COLOR. I have saved samples and previous made complaints to no avail. WHY SHOULD WE HAVE TO PAY MORE FOR WATER THAT WE CANNOT EVEN DRINK. This water has given me rashes al over my body just from showering in it and hey want us to pay more for it, NO WAY. We are already paying more for it just having to replace our filters every 4 to 7 days! Global still tries to convince us that the water is drinkable!! No it is NOT!! I invite any one to drink this water. No one out here does. I had gone to the local Willow Valley Water office to make a complaint, spok e with Peggy and she said that she doesn't even give it to her.dogs, so what does that tell you? This is coming from someone that works there! NO RATE INCREASE, PLEASE.

End of Complaint

Utilities' Response:

NA
 End of Response

Investigator's Comments and Disposition:

I called customer @ 8:48 a.m. and left a voice mail message indicating that we received their correspondence and that their opinion would docketed so that the Commissioners will have an opportunity to read their concerns before rendering their decision. FILE CLOSED.

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Global Water-Santa Cruz Water Company- Docket No. WS-20445A-09-0077. FILE CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/5/2009

Opinion No. 2009 - 80848

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Global Water because people would lose their homes due to the substantial increase proposed in the application. I already feel my water/sewer bill is extremely high, but if I read the article in "The Communicator" correctly it could double which is a 100% increase. That's ridiculous. ACC needs to deny this increase for the people. We have enough to be concerned about with the home prices, economy, health care and other areas that are in jeopardy. Any more increases from anyone during these trying times would become catastrophic and the outcome would cause a negative impact to the current economic conditions.

Thank You

Jay & Kim Cook

[REDACTED]
Maricopa, AZ 85238

[REDACTED]
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

8/11-
I called customer @ 2:20 p.m. to acknowledge receipt of his email. I told customer that their Opinion would be docketed and that the Commissioners will have an opportunity to read his concerns prior to rendering their decision. Customer was thankful that the ACC returned his call to acknowledge receipt of his email. FILE CLOSED.

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Global Water-Palo Verde Utilities Company - Docket Nos. :

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082
End of Comments

Date Completed: 8/11/2009

Opinion No. 2009 - 80483

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80778

Date: 8/3/2009

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

Complaint By: **First:** Benny & Marie **Last:** Cruz

Account Name: Benny & Marie Cruz

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: Az **Zip:** 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

FILE IN DOCKET NUMBERS: SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W20450A-09-0081, W-012120-09-0082

To:

Arizona Corp. Commission,

In regard to this artical on 7-14-09 of Global Water seeking rate increases. This increase for the household would be almost 20.00 dollars more each month. We are on a limited income and retired, so this would be a big increase even if it is 3yr increments. There's got to be a better way to do this without such a big increase.

As many home owners are losing jobs, homes and there trying to up rate increases. This is terrible!! People have their hands full as it is and struggling with paying their bills they can!! Maybe 20.00 dollars is not a lot to the company asking for these increase to us and many more it is!! Why don't they start by cutting some of the outrageous paycheck some of the top dogs get, I'm sure there are a lot of these persons make more bucks than the average person does. Maybe there in the red because they aren't taking care the cash flow taken in every month!! There's got to be a better way everyone is always asking for more money because they don't run these companies better.

These are the docket # in paper, I don't know which pertains to our area:

Benny Cruz

[REDACTED]
Maricopa, AZ 85138

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/3/2009 2:51 P.M.

I Called consumers and left a detailed message, I acknowledged receiving their correspondence. I advised that their letter will be placed on file with the Docket Control Center of the ACC and will be made part of the record.

Opinion noted and filed in DOCKET NO.: By Trish Meeter

RE: GOLBAL WATER - PALO VERDE UTILITIES COMPANY
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION
DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION
DOCKET NO. W-01212A-09-0082

End of Comments

Date Completed: 8/11/2009

Opinion No. 2009 - 80778

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81082

Date: 8/12/2009

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

Complaint By: **First:** Nick **Last:** Fassler

Account Name: Nick Fassler

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR: [REDACTED]

State: AZ **Zip:** n/a

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: NICK FASSLER [REDACTED]
Sent: Wednesday, August 05, 2009 7:37 PM
To: Utilities Div - Mailbox
Subject: Global water rates

Docket Numbers:

sw-20445a-09-0077
w02451a-09-0078
w01732a-09-0079
ww-20446a-09-0080
w-02450a-09-0081
w-01212a-09-0082

I can not believe Global Water is considering a rate increase. It is already the most expensive water company I have ever had.

The water rates I pay in Maricopa are double what they were in Chandler and they included sewage and waste. It baffles me that Utility companies are using the excuse of the economy being bad which why they all wanna raise their rates. So at a time when the consumers are struggling the Monopoly utility companies of Maricopa raise their rates. Can the consumers go to another water company? No. Every other capitalistic business is lowering their rates to compete but Global who is without competition wants to raise thier rates!! This is pathetic!! I could understand if the Company planned on better treatment of water as an excuse to raise their rates. I already have hard time understanding why is the hardest water and crappiest tasting water I've ever experienced the most expensive.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

docketed comments.
End of Comments

Date Completed: 8/12/2009

Opinion No. 2009 - 81082
