

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



0000100042

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Deb Reagan

Phone: [REDACTED]

6 A 11:51
Fax: [REDACTED]

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISS
DOCKET CONTROL

Opinion No. 2009 79985 Date: 6/25/2009

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

Complaint By: First: Robert A. Last: Batsche

Account Name: Robert A. Batsche Home: (000) 000-0000

Street: [REDACTED] Work: [REDACTED]

City: Maricopa CBR: [REDACTED]

State: AZ Zip: 85239 is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone: [REDACTED]

Nature of Complaint:

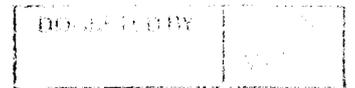
***** W-20446A-09-0080 *****

Arizona Corporation Commission
6/25/2009

Customer sent the following e-mail -

WATER RATE INCREASES FOR CITY OF MARICOPA, PINAL COUNTY.

To Whom It May Concern:



Please feel free to forward this email as necessary.

My name is Robert Batsche and I am the President of the Board of Directors for Cobblestone Farms located in Maricopa, AZ. I moved to Maricopa, AZ in 2006 and became active within the Community.

Recently it was brought to all of the Maricopa Community Boards attention that Global Water is in the process of requesting a 40% INCREASE on WATER and SEWER (a 12 to 18 month process).

As you realize, many homeowners are over their heads in bills and are walking away from their homes. This increase will NEGATIVELY IMPACT HOUSEHOLD COSTS PLUS HOA DUES. Additionally, a 40% increase will have a negative impact on the whole town of Maricopa. This is a city and community that is already struggling with the housing market and trying to keep its head above water and the bills for that water.

I ask that you intercede in this ridiculous price hike! What would be considered a fair price increase to cover costs without forcing home owners to walk away?

Please help to IMPEDE/STOP Global Water and their plans to hike the water and sewer rates by 40%.

Please feel free to contact me to let me know how I can help YOU move forward to stop this INSANE increase.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Robert A. Batsche

[REDACTED]
Mancopa, AZ 85239

[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 6/25/2009

Opinion No. 2009 - 79985

SN-20445A-09-0077

W-02451A-09-0078

W-01732-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 79988 Date: 6/25/2009

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

Complaint By: First: Ron Last: Wilson

Account Name: Lori Wilson Home: [REDACTED]

Street: [REDACTED] Work:

City: Maricopa CBR:

State: AZ Zip: 85238 is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco Contact Phone: [REDACTED]

Nature of Complaint:

***** W-20446A-09-0080 *****

Customer sent the following e-mail -

Dear Arizona Corporate Commission:

I was charged 60.00 for a re-connection fee in January of 2009. This was not for an afterhours service restore. The Tariff on file states the charge should be \$30.00.

Also we do not receive statements on a regular basis; they appear to get lost in the mail.

We also have never received a shut-off notice. In the incident in January, we had overlooked the time line as we never received a bill and the water was shut-off without notice.

We are now attempting to move to another home in the Global Water reign of terror, and they want an additional \$150.00 deposit for the second account and will not schedule a shut-off at the current address longer than 7 days. Convenient isn't it, so they will have 300.00 of our money for a 60.00 balance on the first address. What we wanted to do was schedule the water to be disconnected at the first address on the July 17, 2009, and have the water turned on at the second address by July 1, 2009.

I am also confused as the Rule 14.2.403.B.7.A states, that the deposit should not be more than twice the average rate. Our bill is always the minimum amount of 60.00, so the deposit should be no more than \$120.00. In addition, they will credit the new bill, so they will have be prepaid for nearly 3 months bills as a result, nice scam.

Also regarding the establishment of new service, we were given a 5 day window with no clue as to when they will turn the water on. Rule 14.2.405.A.4 that we should get a 4 hour window of notice, I have been told they don't do that.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

This company is the worst utility I have ever dealt with, I think dealing with a Gangster or the MOB would be easier.

We started with these crooks on a bad note also, there was a clerical error when we first moved into the home in September 2006, someone did not set-up our account properly and our water was turned off without notice. After 3 hours of dealing with these people they finally confessed that we did set-up an account and they did receive a fax for our credit letter. And that it was their mistake. I attempted to offer other options than just sneak by and turning of the water but they have not bothered to change their business practices.

It appears that some legal action may be necessary to get this company to figure it out; I am not the only person that is very frustrated with this MONOPOLY and its practices. You can review the general sentiment of people and how they do business on these web forums.

<http://8523mine.com/forum/index.php?topic=14721.0>

<http://www.85239.com/FORUM/tabid/60/view/topic/forumid/121postid/70798/Default.aspx>

<http://www.85239.com/FORUM/tabid/60/view/search/f/0/m/ExactPhrase/type/Posts/Default.aspx?g=Global+Water>

They also appear to have a rate increase that they are working for and we are already paying as much as 3 times the rate of a good portion of the Valley, if this company is not able to manage the process with the revenue they are currently getting then maybe the provision of water is not something that should be managed by private companies. In many cases here in Maricopa they are already getting paid for not delivering the minimum 1000 gallons that they bill for. Which to me seems to undermine the entire point of water delivery in a Desert, bill for a 1000 gallons I should use a 1000 gallons. They also appear to have issues with the meter reads.

We have no other option but to tolerate the "Policies" of this company, it is all in your hands. It may be beneficial to hold a community meeting in Maricopa to hear some of the complaints from many of the residents of this community.

I have also noticed that they play with the billing cycles to increase revenues at certain times of the year. Meaning we have received two bills for 35 days in a two month period, so they billed early for 10 days. Someone must have wanted a bonus!

It would be interesting to review their postal statements for the past 24 months from bill mailings to determine if they are actually mailing all of the statements or if there may be a convenient shortage in each month's mailings.

I hope you can be of some help.

Sincerely

Ron A. Wilson

[REDACTED]
Maricopa, AZ 85238

[REDACTED]
New address:

[REDACTED]
Maricopa, AZ 85239

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control

Also filed Complaint No. 2009-79989.

End of Comments

Date Completed: 6/25/2009

Opinion No. 2009 - 79988
