

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

W-02450A-09-0081  
W-01212A-09-0082

ARIZONA CORPORATION COMMISS

W-20446A-09-0080

UTILITY COMPLAINT FORM



Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

x7  
CO

Opinion No. 2009 80042

Date: 6/29/2009

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

Complaint By: First: Monika Last: Jewart

Account Name: Monika Jewart Home: (000) 000-0000

Street: email address

Work:

City: Maricopa

CBR: [REDACTED]

State: AZ Zip: 85239

is: E-Mail

Utility Company: Global Water-Palo Verde Utilities Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(SW-20445A-09-0077)

RECEIVED  
2009 JUL 14 P 4: 09  
AZ CORP COMMISSION  
DOCKET CONTROL

From: Monika Jewart [mailto:[REDACTED]]  
Sent: Sunday, June 28, 2009 12:18 PM  
To: Utilities Div - Mailbox  
Cc: [REDACTED]  
Subject: Global water requested increase

Dear Sirs,

I live in Cobblestone Farms in Maricopa and just received a news letter from our HOA regarding Global water requesting a 40% increase!!  
Water in the state of az is high enough yet I wonder why during a recession everyone seems to want to increase their rates??!!!!?? Families are losing their homes by the thousands because they cannot afford their mortgages now what we will have foreclosures due to excessive utility bills?? I for one am totally against the increase and may consider letting my house go to move to a move affordable stste.  
Ive lived in Az for 18 years but it is no longer the place I am proud to say I live in. Whats next for the starving and homeless??

Monika  
\*End of Complaint\*

Utilities' Response:

na  
\*End of Response\*

Arizona Corporation Commission  
DOCKETED

JUL 14 2009

DOCKETED BY [Signature]

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

Responded with the following email:

RE: Global Water-Palo Verde Utilities Company

Dear Monika Jewart,

Your email dated June 28, 2009 regarding the Global Water-Palo Verde Utilities Company rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Global Water-Palo Verde Utilities Company

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at 1 (800) 535-0148 or directly at 520-628-6555.

Thank you,

Richard Martinez

Public Utilities Consumer Analyst II

Arizona Corporation Commission

Utilities Division

(520) 628-6555

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

\*End of Comments\*

**Date Completed: 7/14/2009**

**Opinion No. 2009 - 80042**

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5W-20445A-09-0077  
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W-02450A-09-0081  
W-01212A-09-0082

**ARIZONA CORPORATION COMMISSION**

W-20446A-09-0080 **UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 80304**

**Date:** 7/10/2009

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

**Complaint By:** **First:** Colin **Last:** Downie

**Account Name:** Colin Downie

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:** (000) 000-0000

**City:** Maricopa

**CBR:** [REDACTED]

**State:** AZ **Zip:** [REDACTED]

**is:** Cellular

**Utility Company:** Global Water-Palo Verde Utilities Company

**Division:** Sewer

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

Global Water - Palo Verde Utilities Company

SW-20445A-09-0077

This increase should be denied. We are already being charged through the roof for services that we are not using. I am one of the thousands who have purchased a seasonal property in the Phoenix area. Our property is in Maricopa. For over 1/2 of the year the only water useage we have is for the yard watering systems that sustain the landscaping at our home. That usage would not reach 1500 gal per month. None of this water is being pushed down the sewer and is not having to be treated by the sewer company. Your rules don't allow the sewer treatment part to be cancelled when you are not using the sewer system for months at a time. Global is already making a fortune because of this. Our regular bill is \$60.00 if we don't use a drop. That is ridiculous. If you allow this increase, put something in place so that we can cancel the sewer part of the bill for the time that the property is unoccupied or put it on a seasonal hold at a largely reduced rate. Roughly 50% of AZ homes in 2008 we sold to Canadians and probably another 10% were sold to people who will use them for seasonal use only. You are contemplating a bigger issue here. They are already getting paid huge dollars for services they are not providing and their profits should be soaring. They do not need higher base rates and should be forced to stop charging for services that are not used, like the sewer charge. Take away or drastically lower their base charges and increase the charges per gallon used if you have to make a change at all. At anything less then 1500 gal of usage per month, the sewer bill should be almost eliminated. No one is going to put a meter on a sewer system, but lets use some common sense. If you are living in a house your water usage would be up in the 5000 gal pm or higher range. Anything in the 2000 gpm or less range means the sewer is not being used.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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7/10/09 I contacted Mrs. Downie and informed her that opinion has been received. The opinion will become part of the permanent file and that the Commissioners and staff members will be receiving a copy of this opinion. She will relay the information to Mr. Downie. Closed

Filed in Docket No.

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: 7/10/2009**

**Opinion No. 2009 - 80304**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Investigator's Comments and Disposition**

Called to acknowledge receipt of opinion.

\*End of Comments\*

Date Completed: 7/14/2009

Opinion No. 2009 - 80375

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]