

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

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

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM



0000100844

Investigator: Carmen Madrid

Phone: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80494 Date: 7/20/2009

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

Complaint By: First: Humberto Last: Echeverria

Account Name: Humberto Echeverria Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Maricopa CBR: [REDACTED]

State: AZ Zip: 00000 is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]
Arizona Corporation Commission

Nature of Complaint:

From: Humberto Echeverria [mailto:[REDACTED]]
Sent: Friday, July 17, 2009 7:01 PM
To: Utilities Div - Mailbox
Subject: Global Water

DOCKETED

JUL 21 2009

DOCKETED BY [Signature]

To Whom it may concern:

I am concern resident that leaves in Maricopa. I been leaving in Maricopa with my family for two years. since day one we got our first bill from (GW) I told my wife that water is expensive here and that we need to conserve. we moved from Tucson, and water is not that expensive. we leaved on one acre and we had Lot's of trees and we had our other two kids leaving with us and we never paid what we pay here. personally I do not approve of the price increase, it is not fair to the residents.

Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

July 20, 2009 (I sent the following letter to consumer via e-mail)

Humberto Echeverria
Maricopa, AZ

RECEIVED
2009 JUL 21 A 10:29
AZ CORP COMMISSION
DOCKET CONTROL

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

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.

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 (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in docket numbers .
DOCKET NO. SW-20445A-09-0077
DOCKET NO. W-02451A-09-0078
DOCKET NO. W-01732A-09-0079
DOCKET NO. W-20446A-09-0080
DOCKET NO. W-02450A-09-0081
DOCKET NO. W-01212A-09-0082
End of Comments

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

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80497

Date: 7/20/2009

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

Complaint By: **First:** Belle **Last:** Canlas

Account Name: Belle Canlas

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Maricopa

CBR: [REDACTED]

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

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Belle Canlas [mailto:[REDACTED]]
Sent: Friday, July 17, 2009 11:02 PM
To: Utilities Div - Mailbox
Subject: Global Water

RE: Docket Numbers:

SW-20445A-09-0077, W-02451A-09-0078, W20446A-09-0080, W-02450A-09-0081, W01212A-09--0082

To whom it may concern:

I have read today in the Maricopa Communicator that the Global Water company here in Maricopa will have a hearing set for December 14 to increase their water and sewer bills. With the downfall of the economy, we are lucky enough to be able to stay in our house. You should see how many of our neighbors have lost their houses due to the increase of their mortgages and harshness of life. If you approve Global Water company to increase our water and sewer bills, what else we could do about the food that our families need. We barely make our ends meet. Our household salary has already been reduced due to work hours reduction. In addition, we may not even have jobs due to layoffs. I would also like to include that since our Homeowner's Association Rancho El Dorado use recycle water for the community grass, our HOA will also increase. Due to the low prices of our homes, we cannot afford to sell our houses to live in another community that has lower utility bills. Please don't let this private company take away the money we use for food. We cannot afford to pay more.

Thank you for taking your time reading my request.

God Bless You,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Belle Canlas
Maricopa Resident

[REDACTED]
Maricopa, AZ [REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

July 20, 2009 (sent the following letter to consumer via e-mail)

Belle Canlas

[REDACTED]
Maricopa, AZ

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

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End of Comments

Date Completed: 7/20/2009

Opinion No. 2009 - 80497
