

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: Richard Martinez Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2009 80537 Date: 7/22/2009

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

Complaint By: First: Last:
Mrs. Welsh

Account Name: Mrs. Welsh Home: (000) 000-0000

Street: email address Work:

City: Maricopa CBR:

State: AZ Zip: 85239 is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

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

I too would like to protest about the 40% water increase.

At a time when the economy is struggling so, Global Water wants to increase their rates. People are loosing their jobs, loosing their homes and struggling to get by. Global Water wants a 40% increase, that's outrageous and incredibly poor timing. I too have been affected by slump that we are in. My house is not worth what we bought it for, my payments have gone up and not down. I am currently taking a mandatory day off per week unpaid, indefinitely, instead of our employer letting any employees go. First it was overtime and then a full day per week. The rates are high enough, I've never paid a water bill this high in all of my adult life. My average water bill is \$90 + a month. Ridiculous !! What exactly constitutes an increase, let alone one this high?!

Our subdivision, North Alterra, has been fighting for almost a year about the water fountain at the entrance of our subdivision. Between the electric and the water bills, it has been determined that the association (us the home owners) can not afford to keep the fountain. We have voted to fill it in with dirt and plant flowers. Do you believe that? Pretty sad. Now an increase, which affects the HOA as well as each of us individually. Protesting 100%.

Thank you for your time.
Mrs. Welsh
Maricopa, Arizona
End of Complaint

Utilities' Response:

na
End of Response

Arizona Corporation Commission
DOCKETED

JUL 23 2009

DOCKETED BY

RECEIVED
2009 JUL 22 P 4: 54
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Replied with the following email:

RE: Global Water-Palo Verde Utilities Company

Dear Mrs. Welsh,

Your email dated July 21, 2009, regarding the Global Water-Palo Verde Utilities 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 rate case.

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 (800) 535-0148 or directly at 520-628-6555.

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Global Water-Santa Cruz Water Company - Docket Numbers:
SW-20445A-09-0077, W-02451A-09-0078, W20446A-09-0080, W-02450A-09-0081, W01212A-09--0082
FILE CLOSED.

End of Comments

Date Completed: 7/22/2009

Opinion No. 2009 - 80537

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: Trish Meeter

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2009 80454 Date: 7/17/2009

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

Complaint By: First: Carolyn Last: Struble

Account Name: Home: ()

Street: Work:

City: n/a CBR:

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

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Contact Phone: ()

Nature of Complaint:

7/15

According to testimony submitted by Global to the Corporation Commission, the average household in Maricopa consumes 7,768 gallons a month at a cost of \$42.60. They state that the new rate structure proposed would put that cost at \$49.60.

Residents of Maricopa, however, know that Global Water actually charges \$60 for the first 1,000 gallons of water usage. This amount is billed to each GWR customer regardless of use - even in VACANT homes.

Global Water's business practices are hurting the residents of Maricopa - especially in these tough economic times. They should not be awarded a rate increase, they should be forced to manage their budget more responsibly.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed comments.

End of Comments

Date Completed: 7/17/2009

Opinion No. 2009 - 80454