

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



0000101150

Investigator: Richard Martinez Phone:

Priority: Respond Within Five Days

Opinion No. 2009 80681

Date: 7/28/2009

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

Arizona Corporation Commission

DOCKETED

JUL 29 2009

Complaint By: First: Phillip Last: Mesarosh

Account Name: Phillip Mesarosh

Home:

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is: E-Mail



Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

From: Phil Mesarosh [mailto:
Sent: Tuesday, July 28, 2009 8:42 AM
To: Utilities Div - Mailbox
Subject: Global Water

Docket numbers: SW20445A-09-0077; W-02451A-09-0078; W-01732A-09-0079; W-20446A-09-0080; W-02450A-09-0081; W-01212A-09-0082

The best word to describe this rate increase request is "greedy". In Maricopa alone this privately held business admits to over \$2,400,000.00 in profits on 1000 shares of stock, or over \$2,400.00 per share profit. In the current recession most companies are happy with any profit. Where does this sense of entitlement come from? I requested copies of the top level financial statements from Global Water's Phoenix offices and was refused. I ask that the ACC request these financials in order to see what is the true income of this corporation. Hopefully, the ACC will deny any increase to Global Water.

RECEIVED
2009 JUL 30 P 2:58
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Philip N. Mesarosh

Maricopa, Arizona 85138-4042

End of Complaint

SW-20445A-09-0071

W-20446A-09-0080

W-02451A-09-0078

W-02450A-09-0081

W-01732A-09-0079

W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 80684

Date: 7/28/2009

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

Complaint By: First: Rebecca

Last: David

Account Name:

Home:

Street: email

Work:

City: Tempe

CBR:

State: AZ Zip: 82582

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Rebecca David [mailto:...]
Sent: Tuesday, July 28, 2009 1:17 PM
To: Utilities Div - Mailbox; Derrick David
Subject: Global Water Rate Hike OBJECTION

Dockets:

- SW-20445A-09-0044
- W-02451A-09-0078
- W-01732A-09-0079
- W-20446A-09-0080
- W-02450A-09-0081
- W-01212A-09-0082

I would like to let you know of my objection to a rate increase for Global Water through the services they provide in Maricopa, Arizona. I have owned homes in a few different cities in Maricopa Country and have never paid more than \$50 or \$60 for water, including refuse. Our Global Water bill hovers around \$75 and does NOT include refuse.

I understand that the citizens are funding the creation of the infrastructure needed to supply us water but Global Water is a private company who should pay for their own infrastructure. The proposed rate increase would mean that our family of 4 in a 1850 square foot home would have to pay over \$120 per month for the "privilege" of having water.

Additionally, I do not believe that they are in the "red". Maybe they need to restructure their company so that their bottom line is not affected by employee payroll. Like with any other business, good choices need to be made. If this increase goes through then that means that the person who made the decision to approve it, feels

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: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80685

Date: 7/28/2009

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

Complaint By: **First:** Derrick **Last:** David

Account Name: Derrick David

Home: (000) 000-0000

Street: email address

Work:

City: Tucson

CBR: [REDACTED]

State: AZ **Zip:** 85701

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Derrick David [mailto:[REDACTED]]
Sent: Tuesday, July 28, 2009 3:44 PM
To: Utilities Div - Mailbox; Rebecca David
Subject: Global Water Rate Hike - OBJECTION

Dockets:

SW-20445A-09-0044
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

I would like to let you know of my objection to a rate increase for Global Water through the services they provide in Maricopa, Arizona. I have owned homes in a few different cities in Maricopa Country and have never paid more than \$50 or \$60 for water, including refuse. Our Global Water bill already hovers around \$75 and does NOT include refuse. The proposed rate increase would mean that our family of 4 in a 1850 square foot home would have to pay over \$120 per month for the "privilege" of having water alone.

I do not believe that they are in the "red" as the claimed in their request. While operations costs continue to rise, the amount of new customers coming to Maricopa has dropped significantly, so immediate costs should have flatlined. Global is hoping to capitalize on the public's apathy on the matter and fund operations that would normally be more expensive during an economic upswing.

The downside to this is that their customers, who are already suffering in this economy will add their own water

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

bills to the ones not being paid, or being paid in a timely manner. Thus, the company has to extend their own lines of credit to cover the time that they are not paid, their amounts in their adjustments for unrecoverable debt rise and their operating costs on trying to recover those funds will continue to increase (Specifically, they raised their reconnection fee to \$60 recently. How much time and effort went in to going after bad money instead of the capitalization that they are now looking to cover?)

Like with any other business, good choices need to be made and based on the track record of Global Water, personally holding an MBA myself, I do not believe that they have made effective or efficient choices in these markets. If this increase goes through then that means that the person who made the decision to approve it, feels like people of Maricopa, Arizona need to pay \$120 (or more) per month for water simply because they have no other alternative.

It is enough to cause us to sell our property and move to a city whose water company is run correctly, minimizing costs to customers while still providing a valuable service, like just about every other utility.

Thank you for your consideration.

Derrick Taylor David
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Replied with the following email:

Dear Mr. David Derrick:

Your email dated July 28, 2009 regarding the Global Water-Santa Cruz Water Company rate application sent 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-Santa Cruz Water Company 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 [REDACTED] or directly at [REDACTED].

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division
[REDACTED]

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Global Water-

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Santa Cruz Water Company - Docket numbers: SW20445A-09-0077; W-02451A-09-0078; W-01732A-09-0079;
W-20446A-09-0080; W-02450A-09-0081; W-01212A-09-0082 FILE CLOSED.

End of Comments

Date Completed: 7/28/2009

Opinion No. 2009 - 80685
