

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



0000101427

Investigator: Richard Martinez Phone: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80808

Date: 8/4/2009 DOCKETED

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

AUG - 5 2009

Complaint By: First: Greg Last: Bennett

DOCKETED BY [Signature]

Account Name: Greg Bennett

Home: [REDACTED]

Street: 00000

Work: [REDACTED]

City: Maricopa

CBR: [REDACTED]

State: AZ Zip: 85239

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(Docket No. WS-20445A-09-0077)

Being 41 years of age and having lived in 8 different cities in the last 20 years, I've dealt with many, many utilities companies. Our credit is top-notch, we've paid our bills on time, and I've received many reference letters from utilities companies as we have moved to new cities. Without hesitation, I want to say that Global Water is by far the worst organization we have ever dealt with. I have never been so frustrated with any utilities company (or business, for that matter)--ever.

Here are some reasons why:

1. Having to spend a few weeks and many phone calls resolving incorrect billing due to Global malfunctioning equipment (notices six months after the fact).
2. Global's "inability to change due date" (they state their new equipment "won't let them")
4. Different answers from different customer service reps concerning specific statements and situations.
5. Receiving disconnect notices when my statements for the last two years show me current, as do my canceled checks.
6. Initial customer service hold times of over 30 minutes to talk to a customer service rep.
7. Unreturned phone calls from Katherine Dombrowski, Cust. Service Supervisor, when trying to resolve issues.
8. Global's mandated \$150 deposit because I was ONE DAY late on their revolving due date, which happens to be very early in January 09, because of Global's holiday employee hours changing. We were out of town for the holidays until the eve of the due date. Ms. Dombrowski finally agreed to waive the deposit, but I am ever late again, the deposit will be mandated.

I speak for many, many residents who I know in Maricopa when I say that we FEAR Global Water, I equate them to a toddler with a loaded gun. I dread receiving letters from them, reading statements from them, discussing charges with them, paying bills, etc. I now keep my statements from them each and every month, because I fear them bringing up some ghost charge concerning some date some month some year(s) ago.

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This is the same utilities company requesting a huge rate increase. Does this sound like a company who deserves this? They deserve to be fired! I wish I could run them out of town! If they go insolvent, maybe the people who take over will actually know what they are doing. By my personal experiences with them alone, I know that they are a terribly-run organization. If they had any competition, they would have been out of business a long time ago.

Please do not reward them for their inefficiency, neglect, and let me use the term-abuse - of their monopoly over us.

I will challenge you on your responsibilities as elected officials, and that is to the citizens of this state--not the utilities companies. Regulate them and hold them to much higher standards! Do not give them what they want--give us what we need, which is a respectable, honest, and efficient water company. I do not care to hear about their "beautiful state-of-the-art building" in Maricopa which teaches all about the importance of water conservation and recycling. That's just great, more power to them-if they could get their statement right , their treatment of their customers right, and their customer service right. First things first. No rate increase until they demonstrate LOTS of improvement.

Greg Bennett
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

Replied with the following email:

Dear Mr. Greg Bennett,

Your email dated July 31, 2009 regarding the Global Water-Santa Cruz Water 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-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 (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

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 No. WS-20445A-09-0077. FILE CLOSED.
End of Comments

Date Completed: 8/4/2009

Opinion No. 2009 - 80808
