

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 COMMISSIO

0000101452

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80894

Date: 8/6/2009

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

Complaint By: Mark & Kelly Baker

Account Name: Mark & Kelly Baker

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: 00000

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Baker, Kelly [REDACTED]
Sent: Thursday, August 06, 2009 9:42 AM
To: Bradley Morton
Subject: Global Water/Santa Cruz Water

Arizona Corporation Commission/Consumer Services Utilities Division

Mr. Morton,

I am a concerned resident in Maricopa. The water company currently charges considerably higher rates than do other water and sewer providers in the Phoenix area. It has come to my attention that Global Water/Santa Cruz Water has petitioned a request for a very considerable rate increase. While I realize that the current vacancy/foreclosure rate has hurt them economically, as it has everyone, it is not feasible at this time to consider an increase in the current rate structure for water and sewer services to members of a community that are struggling to stay in their homes. The infrastructure is already in place for the water company and therefore it is difficult to understand why they have petitioned for an increase at this time. It appears as though the increased rate would gradually increase over the next 3 years by 120%. It is my request that their petition be denied at this time.

Docket numbers:

- 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
DOCKETED

AUG - 6 2009

INDEXED BY [Signature]

RECEIVED
2009 AUG - 6 P 3: 19
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely, [REDACTED]

Mark and Kelly Baker
[REDACTED]

Maricopa, AZ
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer to acknowledge receipt of opinion

End of Comments

[REDACTED]
Date Completed: 8/6/2009

Opinion No. 2009 - 80894

[REDACTED]

[REDACTED]

[REDACTED]

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Sincerely, [REDACTED]

Christy Apana

[REDACTED]
Mankopa, AZ 85239

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Thursday, August 06, 2009 11:02 AM

To: 'Christy Apana'

Subject: RE: Global Water/Santa Cruz Water [REDACTED]

Dera Ms Apana,

This is to acknowledge receipt of you Opinion and I will docket it today.

Brad Morton

End of Comments [REDACTED]

Date Completed: 8/6/2009
[REDACTED]

Opinion No. 2009 - 80895

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 80868

Date: 8/5/2009

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

Complaint By: **First:** Julie Marie **Last:** Tynan

Account Name: Julie Marie Tynan

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Maricopa

CBR:

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

is:

Utility Company: Global Water-Palo Verde Utilities Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Julie Marie Tynan

Maricopa, AZ [REDACTED]

August 2, 2009

Arizona Corporation Commission
Consumer Services/Utilities Division
1200 W. Washington Street
Phoenix, AZ 85007

Re: Docket Numbers:
SW-20445A-09-0077 W-20446A-09-0080
W-0245 1A-09-0078 W-02450A-09-0081
W-01732A-09-0079 W-01212A-09-0082

Dear Commission Members:

I am writing to urge you to deny Global Water's petition to dramatically raise its rates.

According to Global Water's petition, the base fee for simply receiving water would jump 30% (not including water usage, which would also go up), and sewer fees would skyrocket by a staggering 115%! The result is the average family's combined water-and-sewer bill would amount to over \$123 monthly! This is compared to approximately \$80 currently.

Neighboring communities have vastly lower costs. Proposed increases in Chandler, for example, would amount

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

to only \$ 12-20 for water and \$20 for sewer, coming to \$40— less than half what Global Water customers are currently paying, even without proposed increases.

Having been hit harder than most communities by the housing collapse, Maricopa truly may not be able to endure such draconian price increases. Having TRIPLE the utility expenses of our neighbors, who would buy or rent a home in Maricopa? I believe any further insult to real estate values in our city could render us a ghost town from which there is little chance of recovery.

In addition to increased base fees, Global Water proposes to implement a tiered system for water billing. By itself, I have no objection to a tiered system, as it encourages water conservation, but Global Water admits Maricopa's water use is already "one of the lowest per capita in the state." Thus, one may conclude that there is little room for additional conservation, meaning homeowners have few ways to additionally reduce their usage to save money on their bills. This low usage would also indicate that Global Water's expenses to provide water remain low, particularly in light of the number of vacant homes in our city.

Global Water is seeking to make a 10% return on their investments in Maricopa. In this economy, NO ONE can expect to make a 10% return on their investment. Furthermore, Global Water wishes to make this profit on the backs of homeowners who have lost 50 to 70% of the value of their homes.

I urge you in the strongest possible terms to deny Global Water's request to raise their already-high rates by one penny more.

Thank you for your consideration.

Sincerely,

J. Marie Tynan

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/09 I left a voicemail indicating that consumer's opinion had been received and that it will become part of the docket. Distribution will be made to Commissioners and Staff members involved in this matter. I left my name and telephone number for her to call me if she had any questions. 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: 8/6/2009

Opinion No. 2009 - 80868
