

SW-20445A-09-0077  
W-01451A-09-0078  
W-01732A-09-0079

W-20446A-09-0080  
W-01450A-09-0081  
W-01212A-09-0082



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

47  
60

**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 80897** **Date: 8/6/2009**

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

**Complaint By:** **Stacy Justice**

**Account Name:** Stacy Justice **Home:**

**Street:** **Work:** (000) 000-0000

**City:** Maricopa **CBR:**

**State:** AZ **Zip:** 85138 **is:**

RECEIVED  
AUG - 11 P 2:58  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

**Utility Company:** Global Water-Santa Cruz Water Company

**Division:** Water

**Contact Name:** Patty Greco **Contact Phone:**

**Nature of Complaint:**  
8/6/09 Per Ms. Justice, she wanted to voice her opinion on the Global Water Santa Cruz 115% rate case request. This increase would be more than her electric and gas combined. It will put more home into foreclosure bankruptcy. She could understand a 25% to 35% increase but not 115%. The monthly bill would just about double. "Corporation Commission deny this outrageous increase that will harm many residents in Maricopa."  
\*End of Complaint\*

**Utilities' Response:**

Arizona Corporation Commission  
DOCKETED

**Investigator's Comments and Disposition:**  
8/6/09 I provided the following information to Ms. Justice

RE: Global Water-Santa Cruz Water Company

Ms. Justice, your comments regarding the 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 Santa Cruz application.

REGISTERED BY [Signature]

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.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed: 8/6/2009**

**Opinion No. 2009 - 80897**

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