

E: SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM



0000101776

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81206

Date: 8/17/2009

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

Complaint By: First: MM Bob Last: Scherzi

Account Name: MM Bob Scherzi

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact P hone: ([REDACTED])

Nature of Complaint:

8/17/2009 - EMAIL RECEIVED - OPINION OPPOSED:

RE: 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

Arizona Corporation Commission
DOCKETED
2009 AUG 20 12:02
RECEIVED
CORPORATION COMMISSION
DOCKET CONTROL

DOCKETED BY [REDACTED]

From: Bob Scherzi [mailto:[REDACTED]@et]
Sent: Sunday, August 16, 2009 7:44 AM
To: Utilities Div - Mailbox
Subject: Global Water

With this email I wish to express my disappointment with the huge rate increases being proposed by Global Water in Maricopa AZ. I wish to reference the following Dockets;

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0082
W-01212A-09-0082

As someone on a fixed income these increases will make it almost impossible to maintain my property and I would have to really consider if I can afford to live in Maricopa. As a lifelong resident of the NorthEast (NY) my wife and I have always wanted to move to a warmer climate in our later years. When we visited Arizona and Maricopa we decided to purchase a home in The Lakes @ Rancho ElDorado.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

While I do not completely disagree with the investors of Global Water to somewhat increase their investment a 500% increase in the reclaimed water rate, a 200% over the next 3 years rate increase in the sewer rate and a 40% increase in the tap weater rate are very extreme and I must OPPOSE these proposals.

Thank you for your time and attention to this matter and I sincerely hope this problem can be rectified to all parties satisfaction.

MM Bob Scherzi
[REDACTED]

Maricopa AZ [REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

8/17/2009 - Email to Customer:

Dear Mary Cree,

Your email dated, August 16, 2009 sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by Global Water Company ("Global Water") has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Global Water rate case.

Concerns raised by customers assist the Commission within 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 both, 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 the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED

End of Comments

Date Completed: 8/17/2009

Opinion No. 2009 - 81206

SW. 20445A. 09.0077
W. 02451A. 09.0078
W. 01732A. 09.0079
W. 20446A. 09.0080
W. 01212A. 09.0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81210

Date: 8/17/2009

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

Complaint By: First: Duncan Last: Robinson

Account Name: Duncan Robinson

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Maricopa

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail [REDACTED]

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: P [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

8/17/2009 EMAIL RECEIVED - OPINION OPPOSED:

RE: 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

From: Duncan Robinson [mailto:[REDACTED]]
Sent: Saturday, August 15, 2009 3:36 PM
To: Utilities Div - Mailbox
Subject: Public Comment on Global Water

08/15/2009

130% rate increases seem a little excessive. I struggle to see based on the information you provide why you would need to hike rates so high. It would seem like you are gouging residents for more cash.

I appreciate your need to increase rates to support your business but a rate increase of that size is excessive. A 50% rate increase is a significant increase for many residents, a 130% rate increase is just excessive.

I seriously opposed this suggested rate increase.
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

N/A

End of Response

Investigator's Comments and Disposition:

8/17/2009 - Email to Customer:

Dear Duncan Robinson,

Your email dated, August 16, 2009 sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by Global Water Company ("Global Water") has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Global Water rate case.

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Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 8/17/2009

Opinion No. 2009 - 81210
