

5W-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

ORIGINAL

UTILITY COMPLAINT FORM



0000101935

Investigator: Carmen Madrid

Phone: [REDACTED]

Priority: Respond Within Five Days

47  
CO

Opinion No. 2009 81412

Date: 8/24/2009

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

Complaint By: First: Paul & Donna Last: Rhodes

Account Name: Paul & Donna Rhodes

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Arizona Corporation Commission

From: [REDACTED] (mailto:[REDACTED])  
Sent: Thursday, August 20, 2009 8:20 AM  
To: Utilities Div - Mailbox  
Subject: Water Increase

DOCKETED

AUG 25 2009

DOCKETED BY [Signature]

Do we have a vote? Ours is NO!!

We are retired and on a fixed income with an HOA that would cripple us and sooooooooooooo many around us!

Paul & Donna Rhodes  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

August 24, 2009

Paul & Donna Rhodes

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY  
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION  
DOCKET NO. W-02451A-09-0078

RECEIVED  
2009 AUG 25 P 12:18  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

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

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JAN 10 2010

RE: WILLOW VALLEY WATER COMPANY  
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY  
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH  
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION  
DOCKET NO. W-01212A-09-0082

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and 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 Palo Verde and Santa Cruz application.

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.

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) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in docket numbers .  
DOCKET NO. SW-20445A-09-0077  
DOCKET NO. W-02451A-09-0078  
DOCKET NO. W-01732A-09-0079  
DOCKET NO. W-20446A-09-0080  
DOCKET NO. W-02450A-09-0081  
DOCKET NO. W-01212A-09-0082  
\*End of Comments\*

**Date Completed: 8/24/2009**

**Opinion No. 2009 - 81412**

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W 20445A-09-0077  
W 20451A-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:** Brad Morton

**Phone:** (602) 542-0836

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Opinion No.** 2009 - 81394

**Date:** 8/24/2009

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

**Complaint By:** **First:** Robin **Last:** Zink

**Account Name:** Robin Zink **Home:** (520) 568-2198

**Street:** 4509 W. Woody Rd **Work:**

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

**State:** AZ **Zip:** 85239 **is:**

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

**Division:** Water

**Contact Name:** Patty Greco **Contact Phone:** (623) 518-4137

**Nature of Complaint:**

These increases are unreasonable and would cause serious hardships for many. They will be passed down the line to the consumers from everyone who has this increase. The consumer not only has their water bill go up, but also increases from their HOA and anyplace where water is used. This would also affect the housing crisis as many of the HOA's will pass this down to their homeowners and no one wants to move into an area with high HOA prices.

Please consider the consumers in this decision.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion Docketed  
\*End of Comments\*

**Date Completed:** 8/24/2009

**Opinion No.** 2009 - 81394