

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

ORIGINAL

UTILITY COMPLAINT FORM



0000102193

Investigator: Richard Martinez

Phone: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81523 Date: 8/28/2009

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

Complaint By: First: Ken Last: Davis

Account Name: Ken Davis Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: 81239

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Ref: 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
- Global Water, City of Maricopa

Arizona Corporation Commission
DOCKETED
SEP - 2 2009

RECEIVED
2009 SEP - 2 P 3:24
DOCKET CONTROL

DOCKETED BY [Signature]

Dear Sir/Madam,

I have been following accounts of Global Water and their petition(s) for a significant rate increase in their consumer water usage rates, and the corresponding increase in their sewer rate charges.

I am against granting their proposed rate increases for the following reasons:

This is to all intents and purposes a public utility, in place to serve the citizens and businesses of the City of Maricopa, Pinal County. As such, they, by default, first and foremost, owe a performance standard to their customer base.

The rate increase seems to be driven by their expressed concern for a "fair" (10%) return to their stockholders in this time of economic downturn. It is unacceptable for a utility corporation to increase charges to ensure this. This is a public company, who, over the last several years "bet the bank" on the housing boom in the Maricopa Area, only to suffer-just as I am suffering-the effects of the recession.

The cost of their product(s), Water and sewer service, has not increased by any significant amount. Rather consumption has dropped as people cut back to survive, or leave the area because their dream died in the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

housing market fiasco. Perhaps Global Water should tighten their belt, share in our pain, rather than contribute to it, and like us, wait and work for better times.

The company failed to do its due-diligence in their capital and expense planning exercised, apparently opting for the "quick buck" approach, with the ace up the sleeve being that the company could always petition for relief from the AZ Corporation Commission as a court of last resort.

I have lost my job; I have seen my retirement income shrink by two-thirds; I have seen my retirement savings plan drop in value by over 50%. I should be so lucky as to have a card up my sleeve as Global Water assumes it has.

This is a tough economic time in Arizona, indeed the nation. Responsible citizen-companies are either declaring bankruptcy, or working to aggressively contain their operating costs, some even reducing prices to ensure a cash flow and survival. Few local companies appear to be attempting to gouge their customer base the way Global Water is petitioning to do.

As a responsible citizen, I do my albeit small piece to survive until there is economic recovery.

I urge the AZ Corporation Commission to do their piece.

Realize that people are hurting, trying to survive, not to lose anymore than they've already lost.

Support your fellow citizens against this blatant grab for more exorbitant profits.

Do not grant the increase requested by Global Water in the above dockets.

Yours Sincerely,

Ken Davis


Maricopa, AZ 81239

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Global Water-Palo Verde Utilities Company - Docket Nos.:

SW-20445A-09-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

FILE CLOSED.

End of Comments

Date Completed: 8/28/2009

Opinion No. 2009 - 81523

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81444

Date: 8/25/2009

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

Complaint By: **First:** UNKNOWN **Last:** UNKNOWN

Account Name: CONCERNED CUSTOMER **Home:** (000) 000-0000

Street: [REDACTED] **Work:**

City: Phoenix **CBR:**

State: AZ **Zip:** 85027 **is:**

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED] **Contact Phone:** [REDACTED]

Nature of Complaint:

*****DOCKET NO'S.*** SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079,
W-20446A-09-0080, W-02450A-09-0081 W-01212A-09-0082

***** SANTA CRUZ WATER *****

8-17-09

To Whom It May Concern:

As a City of Maricopa resident, I oppose a rate increase in our water and sewer rates by the Global Water/Santa Cruz Company. It is difficult enough paying high rates for what I feel is an over priced private water company. I moved here from Scottsdale, AZ and bought a home here in 2005 which is now worth only one-third of what I paid for. My water bill in Scottsdale included all of the trash collection and sewer at an average for two people of \$80.00 to \$83.00 per month. My monthly bill here for one person and very conservative of my water usage is \$67.00 to \$70.00- not including trash collection.

I believe that it is time for the city to get into the utilities business. The city of Maricopa is not the most desirable area anymore with its long values, let-alone high utilities to boot.

While everyone is taking a serious financial hit why does Global Water/Santa Cruz Water Company think that they should be any exception? Global Water needs a "reality check". If they are granted a rate increase, it should be minimal!!!

Docket Numbers:
SW-20445A-09-0077
W-02451A-09-0078

Thank you,
Concerned Resident

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

*****DOCKET NO'S.**SW-20445A-09-0077**W-02451A-09-0078** W-01732A-09-0079**W-20446A-09-0080** W-02450A-09-0081** W-01212A-09-0082

Opinion noted and filed in Docket No's

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

by Trish Meeter.

File Closed
End of Comments

Date Completed: 8/25/2009

Opinion No. 2009 - 81444

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81515

Date: 8/28/2009

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

Complaint By: **First:** Lee **Last:** Floerchinger

Account Name: Lee Floerchinger

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ **Zip:** 85238

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

*****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

GLOBAL WATER PARENT - RATE INCREASES

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

OVERALL OBSERVATION

Global Water's (GW) request for new extremely high, permanent, fixed rates for water and sewer usage will greatly affect the recovery and future growth of the Maricopa community. In addition, there are no resource conservation incentives available for the community with this proposal. This appears to be a "money grab" for GW with little, to no future growth vision for the communities served.

GLOBAL WATER's rate increases should be denied as proposed.

GLOBAL WATER

Apparently, GW's financial plan included endless growth for the areas served. With \$83,000,000 of acquisitions and consolidations since 2004, GW may have gotten over extended with no recovery plan for slowdown periods. Now, GW wants to tap its remaining customer base to cover their poor management and greed. It seems like GW's situation would be a good candidate for some of the US Government stimulus money.

GW is not the only group hit by the housing problems. The homeowners "holding on" in the Maricopa area have lost as much as 60% of the purchased value. However, these homeowners are hoping for recovery. With these proposed huge utility cost increases, this recovery may not occur for a decade or more. GW should realize that their survival is dependent upon community retention and growth. Their actions may stifle any recovery. Is this

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

corporate greed?

MARICOPA, ARIZONA

Utilities (water, sewer and electricity) are higher in Maricopa than in most of the other communities in the region. People will not re-populate this area if monthly utility costs rival mortgage payments.

GLOBAL WATER'S FIXED RATE APPROACH

GW has a fixed rate for "Water Basic Charge" and another fixed rate for "Pale Verde Utilities Sewer Charge". Today, these fixed fees and local taxes are about \$61 per month without using a single drop of water. This "basic" cost is higher than the average total cost for water, sewer and garbage pick-up combined in all of the regional areas contacted (See Appendix). GW's proposed monthly fixed rates would total about \$104 per month plus local taxes.

GW's fixed rates would be permanent. If and when Maricopa does recover, GW stands to get a permanent, fixed fee "money grab" forever.

PROPOSED WATER FEES

GW's proposed "Water Basic Charge" fee will increase 30% to \$32.68. Is this realistic: I do not know. However, the proposed tiered water usage schedule does not support water conservation. No comment on the higher tiers, I have no exposure in that area. The first 3 proposed tiers (dollars per 1000 gallons) are:

0 - 1,000: \$1

1,001 - 5,000: \$2.25

5,001 - 10,000: \$2.50

The first tier at 1,000 gallons is useless. No one can keep the outside plants alive with 1,000 gallons a month. These plants are required by the HOAs. For the regional areas contacted that used a tiered approach, the first tier usage is included in the basic charge. What's with the \$1 cost anyway...the 30% increase should be enough?

The fees for the second and third tiers are so close that there is no monetary incentive to conserve. GW did not sacrifice much for the second tier because they know the average usage is 7,000 gallons per household. With the \$104 monthly fixed base fee, what's another \$10 or \$15? "Just use what you want".

PROPOSED PALE VERDE UTILITIES SEWER CHARGE FEES

The proposed, permanent sewer usage fee (\$71.11 per month) is a fixed amount regardless of water usage. A household of two pays the same as a household of six or more. For the regional areas contacted, sewer fees are calculated by water usage. Water usage during the winter months (i.e. January, February and March) is used as a factor in determining the monthly sewer fee for the year. This is an individual user calculation and is a reasonable approach. This fixed rate is another "money grab" for GW.

Community water conservation can only be influenced by the water usage fees and the sewer usage fees.

FINAL WORDS

Profits are important for GW to continue, but when the fixed rates are 90% of the bill, something is wrong. Fees should be based on water usage and not for corporate and "stake" holder profits. As these communities recover, so will Global Water.

APPENDIX

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

The following information was obtained from several of the water service operations in the surrounding area. Average Monthly Fees are for water, sewer and trash pick-up. Trash Pick-up fees are between \$16 and \$20 monthly.

Area	Average Monthly Fees	Trash Pick-up Included	Sewer Charge Is A Factor of Water Usage
City of Phoenix	\$50 - \$70	Yes	Yes, Using Winter Months
City of Tempe	\$50 - \$70	Yes	Yes, Using Winter Months
City of Surprise	\$70	Yes	Yes, Using Winter Months
City Of Mesa	\$72	Yes	Yes, Using Winter Months

Submitted By: Lee Floerchinger
 44454 West Palmen Drive
 Maricopa, AZ 85238
 602-672-2754
 End of Complaint

Utilities' Response:

n/a
 End of Response

Investigator's Comments and Disposition:

*****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

Opinion noted and filed in Docket Numbers: by Trish Meeter.

THIS EMAIL WILL BE SENT TO CONSUMER :

Dear Mr. Floerchinger,

Your email dated, August 27, 2009 regarding Global Water-Santa Cruz WaterCompany and Global Water-Palo Verde Sewer rate case will be placed on file with the Docket Control Center of the Arizona Corportion Commission ("Commission") to be made part of the record. The Communicaiton will consider your comments before a decision is rendered in the ("GWSCWC") ("GWPVUC") applications.

Commission staff appreciates the time you have taken to express your comments and concerns in regard to the proposed rate case. Should you have any questions related to this matter, please feel free to call me directly at 520-628-6556 or on our in-state toll free telephone number, (800) 535-0148.

Jenny Gomez
 Consumer AnalystI
 Utilities Division

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

File Closed
End of Comments

Date Completed: 8/28/2009

Opinion No. 2009 - 81515

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: Richard Martinez

Phone: [REDACTED]

Fax: (520) [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81514

Date: 8/28/2009

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

Complaint By: **First:** William **Last:** Dennerline

Account Name: William Dennerline

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Maricopa

CBR: [REDACTED]

State: AZ **Zip:** 85138

is: E-Mail

Utility Company: Global Water-Palo Verde Utilities Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket Nos. SW-20445A-09-0077
W-02451A-09-0078; W-01732A-09-0079; W-20446A-09-0080; W-02450A-09-0081; W-0121A-09-0082

Please do not approve rate increase requested by Global Water for Maricopa, Az. We are retired residents living on a fixed income. We were required to pay Global Water \$150 to change out our 1 in. meter last year. Our water bills dropped from \$160 to \$70 range with this change. The proposed meter rate increases are unbelievable! The proposed increase for reclaimed water used in our common areas and lakes is excessive and cannot be supported by residential HOA's. We purchased this property to be on the lake and enjoy the wildlife. Residents of Maricopa are working class or retired cannot afford the proposed increase in any monthly bill. If the excesssive rates are approved, Maricopa will be "brown". Global Water should have an obligation to contribute to our community in its continued growth. Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Global Water-Palo Verde Utilities Company - Docket Nos.:

SW-20445A-09-0077

W-02451A-09-0078; W-01732A-09-0079; W-20446A-09-0080; W-02450A-09-0081; W-0121A-09-0082

FILE CLOSED.

End of Comments

Date Completed: 8/28/2009

Opinion No. 2009 - 81514

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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: (602) 542-0848

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2009 81511 Date: 8/27/2009

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

Complaint By: **First:** Harlan **Last:** Lassiter

Account Name: Harlan Lassiter **Home:** (000) 000-0000

Street: 7815 Cardinal **Work:** (000) 000-0000

City: Mohave Valley **CBR:**

State: AZ **Zip:** 86440 **is:**

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

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

Nature of Complaint:

August 24, 2009

Ref: Docket Nos. SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W20446A-09-0080, W02450A-09-008 1, W-01212A-09-0082

Arizona Corporation Commission
Consumer Services Section
1200 West Washington, Phoenix, AZ 85007

I am writing in response to Global Utilities proposal to increase the monthly service charge. I realize that everything is becoming more expensive but to raise the monthly service rate by a whopping %72 is outrageous especially given the current economic times. I realize the Global has done a lot of work in the Willow Valley area and that the water quality has greatly improved, but to try to re-coup a big part of the cost of the improvements in one rate increase is not right. If the rate is to be increased it should be done over a period of time and not hit the consumer with a huge %72 increase all at once.

The Letter that was mailed with the most current bill (August) states that "The driving force in our rate application was minimizing the impact on our customers, while supporting our conversation initiatives". Just how is a %72 increase a minimal impact on your customers? What is to prevent Global Water from asking for another increase of outrageous proportions in another year if it is decided they need more money?

You may have cut costs internally, but do not try to make up for raising costs for goods and services overnight at the consumers expense.

Please consider performing this increase over a period of time if it must be done.

Sincerely,
Harlan Lassiter

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

(Property Owner)
7815 Cardinal
Mohave Valley, AZ 86440

Mailing address:
Harlan Lassiter
114 29th St.
Newport Beach, CA 92663
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

August 27, 2009 (mailed the following letter to consumer)

Harlan Lassiter
114 29th St.
Newport Beach, CA 92663

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

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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: 8/27/2009

Opinion No. 2009 - 81511
