

SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079

W-20446A-09-0080  
W-02450A-09-0081  
W-01212A-09-0082



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ARIZONA CORPORATION COMMISSIC

UTILITY COMPLAINT FORM

ORIGINAL

4760

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80687

Date: 7/28/2009

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

Complaint By: First: Kathleen Last: Sulzer

Account Name: Kathleen Sulzer Home: [REDACTED]

Street: [REDACTED]

Work:

City: Tempe

CBR:

State: AZ Zip: 82582

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No.:  
RE: Global Water-Santa Cruz Water 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

RECEIVED  
2009 SEP - 8 P 4: 36  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

I have already been paying a flat rate for water for the past 15 months, since I bought my home. That flat rate, was well above what we were using. And yet some how, I still had to pay it. I don't understand, and I never will understand a company that hasn't charge you for what you use-but instead charges you for whatever they want. Also we face random turn offs, random credits/over charges, and already ludicrous reconnect fees. The fact that they are looking to increase anything is a joke. And it makes me sorry I moved to Maricopa. It leaves me to wonder what on earth makes the water from global waters so much more expensive than Chandler/Mesa/Scottsdale water. I currently have a credit that appears on my bill. That I will not trust in fear of being turned off when the billers realize I shouldn't have a credit. We already have Electric District 3 robbing us blind. We don't need another utility to empty out the other pocket.

\*End of Complaint\*

Utilities' Response:

na  
\*End of Response\*

Investigator's Comments and Disposition:

Arizona Corporation Commission  
DOCKETED

SEP 8 2009

DOCKETED BY [REDACTED]

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

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I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Global Water-Santa Cruz Water 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.

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\*End of Comments\*

**Date Completed: 9/2/2009**

**Opinion No. 2009 - 80687**

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

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**Investigator:** Trish Meeter

**Phone:** (602) 542-0622

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

**Priority:** Respond Within Five Days

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**Opinion No. 2009 81658 Date: 9/8/2009**

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

**Complaint By:** **First:** Ruth **Last:** Jones

**Account Name:** Ruth Jones **Home:** (000) 000-0000

**Street:** PO BOX 9704 **Work:**

**City:** Fort Mohave **CBR:**

**State:** AZ **Zip:** 86427 **is:**

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**Utility Company:** Willow Valley Water Co., Inc.

**Division:** Water

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

**Nature of Complaint:**

9/4  
Arizona Corporation Commission September 1, 2009  
Consumer Services Section  
1200 West Washington  
Phoenix, Az. 85007  
Dear Commission Utilities  
Division Staffi Re: SW-20445A-09-0077;  
W-0245 1A-09-007X; W-01 732A-09-0079;  
W-20446A-09-0080; W02450A-09-008 1  
W-0 121 2A-09-0082

I am 83 years old and live on Social Security. I am unable to make the trip to Phoenix for the hearing as I can no longer travel any distance. However, I wish to make a strong objection to the (Willow Valley) Global Water Company's request for a 72 percent increase in rates!

At this time with the economy being in such dire condition, I feel it is unfair to those of us who are struggling to pay the bills we already have. To add 72 percent increase in the water bill is unreasonable. Please consider this very carefully and do not raise the rates to such an amount that it becomes impossible to pay.

Many residents are already in foreclosure in Willow Valley and no one has been able to sell anything even after they have lowered to prices drastically.

I only wish the Heads of Corporations and the people who run the Government lived on this end of the spectrum for a short while so they could see how it is for those of us who are at their mercy.

Thank you for your consideration.

Ruth H. Jones  
P.O.Box 9704  
Fort Mohave, Az. 86427

\*End of Complaint\*

**Utilities' Response:**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Investigator's Comments and Disposition:**

9/8

Docketed

\*End of Comments\*

**Date Completed:** 9/8/2009

**Opinion No.** 2009 - 81658

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