

SW-20445A-09-0077 W-02450A-09-0081  
W-02451A-09-0078 W-01212A-09-0082  
W-01732A-09-0079  
W-20446A-09-0080 ARIZONA CORPORATION COMMIE  
UTILITY COMPLAINT FORM



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**ORIGINAL**

Investigator: Richard Martinez Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80484 Date: 7/20/2009

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

Complaint By: First: Tom Last: Calendaria

Account Name: Tom Calendaria Home: (000) 000-0000

Street: email address Work:

City: Phoenix CBR: [REDACTED]

State: AZ Zip: 05068 is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

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-01212A-09-0082

Arizona Corporation Commission  
**DOCKETED**  
SEP - 4 2009  
DOCKETED BY [Signature]  
RECEIVED  
2009 SEP - 11 P 12:19  
DOCKET CONTROL

From: tom candelaria [mailto:[REDACTED]]  
Sent: Thursday, July 16, 2009 5:49 PM  
To: Utilities Div - Mailbox  
Subject: Global Water Rate Hikes

NO! As a citizen of Maricopa, Global Water has been given a monopoly on our water supply. They want to increase the sewage bill by 120%! That is absolutely outrageous and makes having running water and basic sanitation an extremely high priced commodity. Of course this will not hurt those with deep pockets but it will hurt the lower income people, the very people the government constantly pledges to protect, but rarely does. I knew of NO ONE who had a water/sewage bill that reached into the 3 digits on average, until I moved to Maricopa and now they want more.

We are not responsible for Global Water's mismanagement of their company...How many of their executives are we currently carrying on our dime? They got the ability to provide water for the community and now they want more from their investment, after the fact. Bemoaning the inability to clear 10% profits in this economy calls for tiny violins playing sad songs for corporate fat cats with a government-given monopoly. That 10% they want is AFTER operating costs have been covered and salaries paid. Boo-freakin-hoo...tighten your belts like the rest of us, and do more with less.

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

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I am demanding the Arizona Corporation Committee refuse these unnecessary rate increases.

Docket#'s

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W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

\*End of Complaint\*

**Utilities' Response:**

na

\*End of Response\*

**Investigator's Comments and Disposition:**

Replied with the following email:

RE: Global Water-Santa Cruz Water Company

DOCKET NOS.;

SW-20445A-09-0077

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Dear Mr. Candelaria:

This is to acknowledge your letter regarding the Global Water-Palo Verde Utilities Company ("Company"). Your comments will be placed on file with the Docket Control Center of the Arizona Corporation Commission, and made a part of the record in this application. The Commissioners will consider your comments before a decision is rendered in the Company's application.

Customer concerns addressed in letters, telephone calls and e-mails will assist staff in the investigation and review of the rate application. Staff's 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 at 1-800-535-0148 or (520) 628-6555.

Sincerely,

Richard Martinez

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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Public Utilities Consumer Analyst II  
Utilities Division

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9/02-

I emailed this OPINION to Guadalupe Ortiz @ 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

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W-02450A-09-0081

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FILE CLOSED.

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\*End of Comments\*

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

**Opinion No. 2009 - 80484**

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