

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



0000102698

Investigator: Jenny Gomez

Phone: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81715

Date: 9/10/2009

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

Complaint By: First: John Last: Meheski

Account Name: John Meheski

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Chandler

CBR: [REDACTED]

State: AZ Zip: 85226

is: E-Mail

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, W02450A-09-0081, W-01212A-09-0082\*\*\*\*\*

REFERENCE: GLOBAL WATER SANTA CRUZ WATER COMPANY

From: Meheski, John [mailto:[REDACTED]]  
Sent: Tuesday, September 08, 2009 11:08 AM  
To: Utilities Div - Mailbox  
Subject: Proposed water rate increase

As a Home owner in Maricopa I am strongly opposed to the proposed water rate increase.

119% increase for sewer is outrageous

40% water rate increase is highway robbery

And a 500% increase for "Reclaimed" water.

Please reference the docket numbers listed below;

- 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 14 2009

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2009 SEP 14 P 2:39

RECEIVED

47 CD

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

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I point you to your mission statement

Mission: To recommend thoroughly researched, sound regulatory policy and rate recommendations to the commissioners, which are based on a balanced analysis of the benefits and impacts on all stakeholders and are consistent with the public interest.

I certainly do not feel that these increases are in the public interest, more likely these monies will go to line someone's pockets.

John Meheski  
Avnet Managed Technologies  
Senior Systems Admin

[REDACTED]  
Chandler AZ, 85226

[REDACTED]  
[REDACTED]  
Email [REDACTED]@[REDACTED].com

\*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, W02450A-09-0081, W-01212A-09-0082\*\*\*\*\*

REFERENCE: GLOBAL WATER SANTA CRUZ WATER COMPANY

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Opinion noted and filed in Docket No's SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W02450A-09-0081, W-01212A-09-0082 By Trish Meeter.

-----  
EMAILED TO CUSTOMER :

September 10, 2009

RE: GLOBAL WATER-SANTA CRUZ WATER COMPANY

Dear Mr. Meheski:

Your email regarding the Global Water-Santa Cruz Water Company ("Global Water") 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 ("Global Water") application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the 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

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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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) 535-0148.

Sincerely,  
Jenny Gomez  
Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 9/10/2009**

**Opinion No. 2009 - 81715**

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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: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81762

Date: 9/11/2009

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

Complaint By: First: Shayna Last: Bautista

Account Name: Shayna Bautista

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Maricopa

CBR: [REDACTED]

State: AZ Zip: 85138

is: [REDACTED]

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone: (623) 518-4137

Nature of Complaint:

Docket #s: SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: GLOBAL WATER-SANTA CRUZ WATER COMPANY

Sent: Saturday, September 05, 2009 3:52 PM

To: Utilities Div - Mailbox

Subject: Docket Numbers are: SW-20445A-09-0077 W-02451A-09-0078 W-01732A-09-0079 W-20446A-09-0080 W-02450A-09-0081 W-01212A-09-0082

Docket #s: SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, and W-01212A-09-0082

COMPLAINT WITH GLOBAL WATER!!!!!!

With many of Maricopa's citizens already struggling to make ends meet, Global Water has plans to add to the already strained economy by raising their rates from an average of \$75.60 to \$120.71 per month. This act is nothing short of cruel to Global Water's captive consumers!

Everyone needs water. It is a fact that we are in a recession; it is also a fact that Global Water's customers have no choice in their water utility provider. To do this to struggling families, seniors on fixed incomes, and just plain citizens who could better use their dollar to stimulate the economy is plain corporate gouging of the consumer on the part of Global Water. It's not surprising, from a business that has already proven it's customer

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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service to be almost non-existent, but it definitely must not be allowed!

Usually when you pay more, you get more. Not the case with Global Water, who's unfair practices over the last few years have already cost many consumer's hundreds of dollars in reconnect and other fees. Their poor business practices and lack of customer service have earned them a lowly D rating with the BBB <<http://www.bbb.org/central-northern-western-arizona/business-reviews/water-companies-utility/global-water-utility-company-in-phoenix-az-38000736/>> . You don't reward a child for a D on a report card, and you certainly don't reward an unscrupulous company with a captive audience with permission to hike their rates 62%.

We, the concerned citizens of Maricopa, firmly demand that the Arizona Corporation Commission refuse Global Water's request to increase rates!

Docket #: SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, and W-01212A-09-0082

### MY COMPLAINT:

I have a family of 4. We live in a 3 bedroom house. We use the water scarcely to shower, wash dishes & our clothes because we as well as many other families are experiencing hard times as my husbands hours have been cut due to the horrible economy. Our average bill a month with global water is \$75.00! I have family that live in surrounding cities that pay half what we do and have houses double the size of mine and have pools, jacuzzi and yards to water. On my bill it says I use between \$7.00-\$8.00 a month for my monthly water consumption. they ALWAYS charge 33.00 a month for sewage which that alone is outrageous. so without their worthless fees my bill should be \$40.00 but i pay almost double that because they charge 25.00 a month just for a "water basic charge" along with 3 different taxes on the bill. this is unfair already with what the prices are now and now they are asking for a price increase that can ultimately make my bill around \$120.00 a month! when all my family uses is around 7 dollars a month!!!!!!!

I will not be able to afford my house. I have 3 different companies that are as well hiking their rates on me and all the other customers. I will be FORCED to foreclose my house. There's no way I will pay quadruple what other companies are charging in cities 20 minutes away. I along with everyone that is a Maricopa resident feel this is unfair and unjust and this needs to be rectified before lots of people flock back to Chandler, Tempe and surrounding cities. and that will effect all the companies in Maricopa not just this crappy thieving one that goes by global water.

It also doesn't help that when I made a honest mistake & thought I paid my water bill through my bill pay with my bank last month and it got shut off unexpectedly. I called them to pay my bill as I had NEVER been late. They didn't turn it on for over 24 hours when the horrible customer service rep on the phone told me that I would have water reconnected that day as I called first in the morning when I woke up. I PAID a \$60 reconnect fee to not have it turned on for over 24 hours! I called back the next day to find out why it was still off and just happened to speak to the same woman. She was VERY rude when I asked her why my water was still off when I was told the morning before that it was supposed to be turned back on that day. She then snapped at me with this reply "WELL... ACTUALLY I WAS THE ONE WHO SPOKE TO YOU AND I NEVER TELL CUSTOMERS THEY WILL HAVE SERVICE THE SAME DAY THEY PAY" I couldn't even believe the way she was talking to me! I paid my bill the day before and she had told me after I made my payment and I asked when it would be turned back on " They are still finishing up their disconnects for the day and then they will be back around to do the re-connects" that was what she told me. Those were her exact words. so I was under the assumption that I would have water but I didn't, I sat in my house with my 3 year old and my newborn with no water when I could have left to my mothers house but didn't because I was told I would have water. I then asked to speak to her manager and was forwarded to a voice mail, when I left the voice mail no body ever called me back. These people don't deserve a price increase and I will not pay it. mark my words. they will have one less customer and I will turn my water off and move away from Maricopa. as I see this is probably going to happen I am already looking into places to move to in awkatukee if I'm gonna pay this kind of money out here then I might as well move somewhere nicer and in the city closer to family.

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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Shayna Bautista  
[REDACTED]

Maricopa, AZ 85138  
[REDACTED]

\*End of Complaint\*

**Utilities' Response:**

N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

\*\*\*\*\*Docket #s: SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: GLOBAL WATER-SANTA CRUZ WATER COMPANY

Opinion noted and filed in Docket No's by Trish Meeter

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September 11, 2009

RE: GLOBAL WATER-SANTA CRUZ WATER COMPANY

Dear Ms Bautista:

Your email regarding the Global Water-Santa Cruz Water Company ("Global Water") 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 ("Global Water") application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the 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) 535-0148.

Sincerely,  
Jenny Gomez  
Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 9/11/2009**

**Opinion No. 2009 - 81762**

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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: Jenny Gomez      Phone: [REDACTED]      Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81759      Date: 9/11/2009

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

Complaint By:      First: Tim      Last: Bowsher

Account Name: Tim Bowsher      Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR: [REDACTED]

State: AZ      Zip: 85138

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\*\*\*\*\*

REFERENCE: GLOBAL WATER-SANTA CRUZ WATER COMPANY

From: Tim Bowsher [REDACTED]  
Sent: Monday, September 07, 2009 10:32 AM  
To: Utilities Div - Mailbox  
Subject: Global Water rates

Docket #'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

Myself,

Tim Bowsher  
[REDACTED]  
Maricopa, AZ 85138

A current customer of Global Water.

I would recommend rejecting Global Water's request for a rate hike. The rates are currently some of the highest of anywhere in the country that I have found.

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

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Yes, new infrastructure is expensive. But an increase because of a lack of growth just doesn't fly.

Yes rates have not changed in 10 years. But when the water company started 10 years ago there were but a few hundred people in Maricopa that would have been tied into the water company. I know some people in 7 Ranches that got in on it to begin with. Rates were high back then.

If I had another option outside of Global water I would be looking into it. But I don't have a choice. I need water and they are the only game in town. I have researched it enough to look into a private well, which is not feasible as the HOA prohibits it. So I am establishing I am not currently happy with the current rates.

Now this rate increase. 115%?

Is that right? First thought was a typo. Accidentally added another 1 to the number, maybe forgot the decimal point.

No, they want to take some of the highest water rates I have ever found and more then double them.

I could see asking for a 5%, maybe even 10% increase. Price of energy has gone up as have other goods. 15% I consider steep and would not be happy but would just absorb it.

I am not one who typically gets involved with this type of matters. But this is absurd. How do they expect to ever get more customers? Blind side home buyers who forget to look and see what there water bill will be? This town is struggling as it is. Anyone who researches there housing purchase will see this huge red flag when comparing water bills to anywhere else in AZ (mostly phoenix metropolitan area). All that does is drive down our property values even more, then that reduces property taxes and you just get a nasty downward spiral.

If Global Water can't survive without this increase, then they should fold. Let the company fail and sell it off in bankruptcy.

Forcing the debt of a private company on the public does not fly in my book.

As far as the billing, late payment policies, etc. I have not had a problem to date. I have no comment on those other then what I have read about. The lack of notification and the eagerness to turn water off (apparently to collect a steep reconnection fee) are signs of a less then reputable company.

I am sending this in confidentiality. I expect my name and address to be blocked out if this is shared with Global Water. From what I have heard and read about Global water I don't trust them.

Sincerely,  
Tim Bowsher  
\*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

REFERENCE: GLOBAL WATER-SANTA CRUZ WATER COMPANY

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

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Opinion noted and filed in Docket No's by Trish Meeter

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EMAILED TO CUSTOMER :

September 11, 2009

RE: GLOBAL WATER SANTA CRUZ WATER COMPANY

Dear Mr. Bowsher:

Your email regarding the Global Water-Santa Cruz Water Company ("Global Water") 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 ("Global Water") application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the 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) 535-0148.

Sincerely,

Jenny Gomez  
Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 9/11/2009**

**Opinion No. 2009 - 81759**

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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:** Jenny Gomez      **Phone:** [REDACTED]      **Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2009 81764      **Date:** 9/11/2009

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

**Complaint By:**      **First:** John A.      **Last:** Emanuele

**Account Name:** John A. Emanuele      **Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** N/A

**CBR:** [REDACTED]

**State:** AZ      **Zip:** N/A

**is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**  
\*\*\*\*\*DOCKET NO. W01732A-09-0079\*\*\*\*\*

REFERENCE: WILLOW VALLEY WATER CO. INC.

Every year Willow Valley Water Co. goes for an increase and every year they get it, because to complain about it you have to drive to Phoenix, Az. Which is 5 hours from Willow Valley, so that itself is a hardship as I am on a disability pension. Due the economy these past years Social Security is not getting a cost of living increase, but the water company is going to double the cost of my water and there is nothing I can do but write this complaint to you and hope you can help because my money only goes so far and I have to cut out something if this increase passes.

\*End of Complaint\*

**Utilities' Response:**

N/A  
\*End of Response\*

**Investigator's Comments and Disposition:**

\*\*\*\*\*DOCKET NO. W01732A-09-0079\*\*\*\*\*

REFERENCE: WILLOW VALLEY WATER CO. INC.

Opinion noted and filed in Docket No. W-01732A-09-0079 by Trish Meeter

September 11, 2009

RE: WILLOW VALLEY WATER CO. INC.

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

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Dear Mr. Emanuele:

Your email regarding the Willow Valley Water Company ("WVW") 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 ("WVW") application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the 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) 535-0148.

Sincerely,  
Jenny Gomez  
Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 9/11/2009**

**Opinion No. 2009 - 81764**

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

**Investigator:** Jenny Gomez

**Phone:** [REDACTED]

**F:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 81761**

**Date:** 9/11/2009

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

**Complaint By:** **First:** James **Last:** Przeborowski

**Account Name:** James Przeborowski **Home:** (000) 000-0000

**Street:** [REDACTED] **Work:**

**City:** Maricopa **CBF:** [REDACTED]

**State:** AZ **Zip:** 85139 **is:** E-Mail

**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\*\*\*\*\*

REFERENCE: GLOBAL WATER SANTA CRUZ WATER COMPANY

From: jprzebo@aol.com [REDACTED]  
Sent: Saturday, September 05, 2009 4:33 AM  
To: Utilities Div - Mailbox  
Subject: global water rate increase

Docket numbers SW-20445sa-09-0077,w-02451a-09-0078,w-01732a-09-0079,w-20446a-09-0080,w-02450a-09-0081,w-01212a-09-0082. A 130% rate increase for home owners? A 500% rate increase for HOA's? Who are the HOA's the home owners. This is obscene what happens to our already falling home prices when we will have one of the highest water rates in Maricopa and Pinal counties? To raise rates so Global will show a profit is outrageous. NIPSCO a utitillity company in Indiana started building a atomic plant, they stopped construction and wanted to raise utitillity rate for its customers to cover their mistake they were not given it. Global made a mistake planning on future home developments to pay for their investment of water lines, in the future it will probably pay off but not now, the economy is suffering. Where do they think people are going to get the extra money to pay for this raise? Our rates are already higher then the su rrounding towns.People are loosing their jobs, houses, they have a unsecured future, and they want a raise to show a profit for share holders. OBSCENE Please think about this. James Przeborowski 44225 w adobe circle,maricopa,az 85139  
\*End of Complaint\*

**Utilities' Response:**

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

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**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\*\*\*\*\*

REFERENCE: GLOBAL WATER SANTA CRUZ WATER COMPANY

Opinino noted and filed in Docket No's by Trish Meeter

---

EMAILED TO CUSTOMER :

September 11, 2009

RE: GLOBAL WATER SANTA CRUZ WATER COMPANY

Dear Mr. Przeborowski:

Your email regarding the Global Water-Santa Cruz Water Company ("Global Water") 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 ("Global Water") application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the 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) 535-0148.

Sincerely,

Jenny Gomez  
Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 9/11/2009**

**Opinion No. 2009 - 81761**

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