

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

ORIGINAL



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ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82831 Date: 11/3/2009

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

Complaint By: First: John and Alice Last: Wozny

Account Name: John and Alice Wozny

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Gilbert

CBR: [REDACTED]

State: AZ Zip: 85296

is: [REDACTED]

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

11/3 Referred from Chairman Mayes' Office and cc'd to all Commissioners GLOBAL SANTA CRUZ

From: johnwozny@msn.com [REDACTED]  
Sent: Monday, November 02, 2009 4:34 PM  
To: Stump-Web; Newman-Web; Pierce-Web; Mayes-WebEmail; Kennedy-Web  
Subject: Maricopa, Arizona proposed rate changes for water and sewer

Arizona Corporation Commission

DOCKETED

NOV - 6 2009

DOCKETED BY

Dear Commissioners,

As a homeowner and customer, I am writing to express my deepest concerns related to the proposed water increases for residents and homeowners in the Rancho El Dorado community of Maricopa, Arizona. The docket numbers in question include

- SW-20445A-09-0077
- W-20446A-09-0080
- W02451A-09-0078
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The proposed rate changes as we read them would result in:  
- Base sewer increases of ~120% over 3 years  
- Base water rate increases of 40% with a 6 tier usage billing  
- Reclaimed effluent water increases of 500%

ARIZONA CORPORATION  
COMMISSION  
DOCKET CONTROL

2009 NOV - 6 A 9:50

RECEIVED

47  
60

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

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We are very concerned of this type of increase on the general well-being of this community and of the the financial impact this will have on people barely hanging on to their homes. In this economy when virtually every individual, government, and business is learning how to manage with less income, this utility is proposing increases that border on the ludicrous. It is also way out of line with current inflation rates and the current growth-funding climate. We also hope that this is not just a strategy by the utility to ask for much more than they expect to get....but they still end up getting an unreasonably high increase.

We hope that our customer concerns are vetted in your reviews and hearings and that they are taken into serious consideration.

We thank you for your time and are available at the numbers below should you have any questions.

Sincerely,

John and Alice Wozny  
[REDACTED]

Gilbert, Arizona 85296  
[REDACTED]

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

November 3, 2009

RE: GLOBAL SANTA CRUZ

Dear Mr. and Ms. Wozny:

Your email regarding the Global Water Santa Cruz ("Global") 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 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,

Trish Meeter  
Consumer Service Specialist

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

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Utilities Division

Docketed in SW 20445A-06-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

\*End of Comments\*

**Date Completed: 11/3/2009**

**Opinion No. 2009 - 82831**

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