

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: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83475

Date: 12/2/2009

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

First:

Last:

Complaint By: Terry & Rebecca (Bec Clark)

Account Name: Terry & Rebecca (Becky) Clark

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

EMAIL RECEIVED -OPINION OPPOSED:

RE: Docket No. 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

From: [REDACTED] [mailto:[REDACTED]]  
Sent: Tuesday, December 01, 2009 12:33 PM  
To: Utilities Div - Mailbox  
Subject: Global Water Rate Increase

To Whom It May Concern:

RE: Docket Nos. 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

Please read the attached letter and include it with the information the ACC will be using to determine if a rate increase is warranted by the Global Water Company.

Terry & Rebecca (Becky) Clark  
Hm # [REDACTED]  
Cell # [REDACTED] (Becky)  
Cell # [REDACTED] (Terry)  
Maricopa, AZ 85138

Arizona Corporation Commission  
DOCKETED

DEC 11 2009

DOCKETED BY

ATTACHED:

December 1, 2009

AZ CORP COMMISSION  
DOCKET CONTROL

2009 DEC 11 P 3:55

RECEIVED

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

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

RE: Docket Nos. 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

To Whom It May Concern:

We are requesting the ACC 'NOT' authorize an increase in fees to Global Water Company and its subsidiaries. In this down economy it could potentially cause more foreclosures for many homeowners and HOA fees would need to increase dues just to maintain the properties at their current scaled back level. The health and safety of our communities would be compromised and it could pose a crippling effect on The City of Maricopa.

The main reason Global Water is requesting the rate increase is to recoup expenditures for monies spent for infrastructure. This is paid for and built by the developer then deeded over at the completion of construction. The maintenance schedule was developed at that time and there is no additional cost to Global Waters rate base.

Global water needs to look within their organization to re-structure personnel and improve maintenance schedules (which could have been a direct effect of a home burning due to fire hydrant malfunction). See attached Newspaper article. Global Water should eliminate positions that are not being utilized due to the lack of construction (planners, administrators, project inspectors and consolidate locations) and increase personnel in the maintenance departments, NOT request the rate increase to meet these needs.

Global Water is already receiving monies for hook-up of services that are acquired during establishment of services for NO additional services. Re: Charge of \$25.00 for Water turn on and \$25.00 for Sewer Hook up fee. The water meter gets read so that charge is legitimate, however, there is NO meter for Sewer and the initial fees are paid by the builder at the construction completion. They are not posted to separate bills, so the additional fee for establishment is excessive.

Please review the attached email conversations between Global Water and myself as well as the forwarded emails to the ACC.

Sincerely,

Terry L. Clark  
Rebecca L. Clark

[REDACTED]  
[REDACTED]  
Maricopa, AZ 85138

\*End of Complaint\*

**Utilities' Response:**

n/a

\*End of Response\*

**Investigator's Comments and Disposition:**

Opinion docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. CLOSED

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 12/2/2009

Opinion No. 2009 - 83475

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SW-20445A-09-0077  
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W-01732A-09-0079  
W-02451A-09-0078  
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ( [REDACTED] )

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      83562      Date: 12/7/2009

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

Complaint By:      First: Laurie C.      Last: Lentz

Account Name: Laurie C. Lentz      Home: [REDACTED]

Street: [REDACTED]      Work:

City: Maricopa      CBR:

State: AZ      Zip: [REDACTED]      is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

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

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

RE: Docket No. 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

Laurie C. Lentz  
[REDACTED]  
Maricopa, AZ [REDACTED]  
[REDACTED]

December 2, 2009

Arizona Corporation Commission  
Utilities Division  
1200 W. Washington Street  
Phoenix, AZ 85007-2996

Re: Global Water Rate Increase  
Docket Numbers: SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079  
W-20446A-09-0080  
W-02450A-09-008 1  
W-01212A-09-0082

I attended the public hearing in Maricopa on December 1st and would like to thank you for being receptive to our town's request for an in-person meeting.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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While I chose not to speak last night, someone else made a comment that I also absolutely need to address. One of the earlier speakers addressed the issue of Global Water intentionally holding payments (sometimes up to 3 weeks) so that the customer would incur a late fee and/or disconnection fee. I had a similar experience with my October payment. My October 2009 bill was due on Saturday, October 24th. I had plans to be out of town from October 15th through October 19th, so I mailed my check on October 14th I purposefully mailed my payment from my office in Scottsdale so there could not be any blame placed on the Maricopa Post Office for losing the payment en route (an excuse I have seen posted time and again on local forums by other residents.) When I returned to Maricopa on October 19th, I immediately checked my online banking account to make sure the Global Water payment had cleared my bank. It had not. I checked again the next day. It still hadn't cleared. By Wednesday, October 21st I started to get worried. I set up an online Global Water account so that I could track when this payment was posted. I knew there wasn't time to mail another check, so when nothing had been posted by the afternoon of Thursday, October 22nd, my husband made an online payment. I still had concerns about where my check was, but at least now my account would not be delinquent and my service would not be disconnected.

According to both the Global Water Web site and my bank Web site, my October 14th check cleared the day after my online payment was received. I don't understand why it took Global Water almost two weeks to process my original payment. To be honest, I feel set up by Global Water. I moved to Maricopa in July 2004 and I feel like it was finally my turn to be erroneously billed by this company. I consider my online payment to be the "monkey wrench" in their plan to rip me off. I have a stellar payment history with this company (as well as all of my creditors) and by purposefully withholding a payment, this was the only way they would ever collect revenue above and beyond my normal billing amount.

I also failed to receive a November bill. After waiting for almost two weeks, I finally realized I wasn't going to get one so I once again had to access the Global Water Web site to find out how much was due. Since I had a double payment in October, my balance was only \$4.11. I had a long talk with my husband regarding payment of this bill. I had considered paying the "original" amount rather than just the \$4.11 balance just so that we would have a credit balance going forward each month and we would not have to deal with the anxiety of "Did they get my check? Am I going to be disconnected even though I paid in full and on time?" again. Since I didn't have a bill coupon to include with my check and I wasn't going to pay another online processing fee for just \$4, my husband took off early on a Friday afternoon and made the payment in person. When he arrived at a little before 2:00 (when their afternoon customer service hours begin), he was eleventh in line. Also, while he was paying this amount, he mentioned not receiving a statement in the mail. He was assured by the Global Water employee that even though we had paid electronically last month, we should still be receiving paper statements. The employee also admitted to receiving several complaints from other customers who had not received a November billing statement.

I'm irritated that my original October check was not processed in a professional and timely manner. I'm irritated that because they chose not to process this payment in a timely fashion, I had to incur credit/debit card processing fees to pay online ... for a payment that I had already made! I'm irritated that even though I live just over one mile from their Maricopa facility and it's part of my nightly jogging route, I don't trust them enough to drop a payment in their drop box. I can't even trust them to process the money I send them through the mail. When my husband made our November payment in person, he said every single person ahead of him requested a receipt. And rest assured, this goes beyond having a receipt solely for your own records. No one in Maricopa trusts Global Water; I certainly don't.

My original reason for attending last night's meeting was to protest the rate increase and I am still 100% against it. However, after hearing from someone else regarding this practice of intentionally holding payments, my focus has shifted slightly. When I heard this woman speak, I just about came flying off my bench because my "missing check" was no longer an isolated incident or just a fluke. I've joked for some time now about Global Water being a "merry band of thieves" but I no longer consider it to be funny because it's true- I believe some of their business practices to be malicious and unethical.

I hope you'll consider the points that I've made here. I'm also attaching a photo copy of the October check I sent

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

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to Global Water (front and back) as well as a screenshot of the Global Water Web site showing the two payments that were posted on October 22nd and October 23g. As a rule, I pay my Global Water bill within 3-5 days of receiving it and that doesn't seem to be "good enough." What more can I do to protect myself and my family?

Sincerely,

Laurie C. Lentz  
attachments  
\*End of Complaint\*

**Utilities' Response:**

n/a  
\*End of Response\*

**Investigator's Comments and Disposition:**

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED  
\*End of Comments\*

**Date Completed: 12/9/2009**

**Opinion No. 2009 - 83562**

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