

W-20442A/09-0080  
W-01322A/09-0079  
W-01451A/09-0078  
SW-20445A/09-0077

W-01450A/09-0081  
W-01472A/09-0082



0000108730

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT REFORM

ORIGINAL

Investigator: Al Amezcua

Phone:

2010 MAR -4 A 11: 55 Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Opinion No. 2010 - 84660 Date: 2/2/2010

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

Complaint By: First: Tina Last: Reckstead

Account Name: Tina Reckstead Home: (000) 000-0000

Street: Work: (000) 000-0000

City: Maricopa CBR: Arizona Corporation Commission  
State: AZ Zip: 85238 is: DOCKETED

Utility Company: Global Water-Santa Cruz Water Company

MAR - 4 2010

Division: Water

Contact Name: Patty Greco

Contact Phone:

DOCKETED BY [Signature]

Nature of Complaint:

2/2/10 Per Ms. Reckstead, she wanted to protest the rate increase made by her water utility provider in Santa Cruz. This is the most expensive water that she has ever had to pay. They are very high rates for a vacant house. Compare with 6 other towns where she has homes this is outrageous. She owns property in Pine, Stafford, (2) Casa Grande, Avondale and Mesa. Please oppose the rate increase.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

2/2/10 I advised Ms Reckstead that her opinion regarding the Global Water Utilities Santa Cruz ("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 Santa Cruz 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. CLOSED.  
\*End of Comments\*

Date Completed: 2/5/2010

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Opinion No. 2010 - 84660

---