

OPEN MEETING AGENDA ITEM

ORIGINAL



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COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
SANDRA D. KENNEDY
PAUL NEWMAN
BOB STUMP

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ARIZONA CORPORATION COMMISSION

Direct Line: (602) 542-3625
Fax: (602) 542-3669
E-mail: skennedy@azcc.gov

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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

August 26, 2010

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W02451A-09-0078
W-01732A-09-0079
W-20446A-0080
W2450A-09-0081
W-01212A-09-0082

Mr. Trevor Hill
Global Water
c/o Roshka, DeWulf, and Patten
400 East Van Buren Street, Suite 800
Phoenix, Arizona 85004

Arizona Corporation Commission

DOCKETED

AUG 27 2010

DOCKETED BY

Dear Mr. Hill,

During the public comment portion of the Open Meeting on August 25, 2010, for Global Utilities, I heard comments from many customers of Santa Cruz Water, Global Utilities. These customers raised a number of issues such as disconnection of service without notice, Friday afternoon disconnections, disconnections for a minimal amount due, receiving bills late, erroneous late payment charges, billing mistakes that are not corrected and water quality. In regard to water quality several customers claimed that the water is not drinkable. After hearing these various concerns I feel a response from the Company is in order.

Specifically I would like the Company to respond to the following:

1. For the year 2010-
 - How many customers have been disconnected without notice
 - How many customers have been disconnected on a Friday
 - How many customers have been disconnected for less than a ten dollar balance
 - How many customers have received bills late
 - How many customers have had erroneous charges or other billing mistakes?
2. Regarding water quality, has the Company considered treatment options for hardness and if so, what options have been considered and what are the costs?
3. Does water quality for Santa Cruz meet all for Environmental Protection Agency and Arizona Department of Environmental Quality requirements?

I would appreciate your response to the above issues and look forward to hearing how Santa Cruz Water, Global Utilities has responded to these types of customer complaints. Please be prepared to respond to these issues during Monday's open meeting.

Sincerely,

A handwritten signature in cursive script that reads "Sandra D. Kennedy". The signature is written in black ink and is positioned centrally on the page.

Sandra D. Kennedy
Commissioner
Arizona Corporation Commission

**Copy of the foregoing mailed this
26th day of August, 2010 to:**

Timothy J. Sabo, Esq.
ROSHKA, DeWULF & PATTEN, P.L.C.
One Arizona Center
400 East Van Buren Street, Suite 800
Phoenix, Arizona 85004

Daniel Pozefsky, Chief Counsel
RESIDENTIAL UTILITY CONSUMER OFFICE
1110 West Washington Street, Suite 220
Phoenix, Arizona 85007

Greg Patterson
916 West Adams, Suite 3
Phoenix, Arizona 85007

Garry D. Hays
LAW OFFICES OF GARRY D. HAYS, P.C.
1702 East Highland Avenue, Suite 316
Phoenix, Arizona 85016

Rick Fernandez
25849 West Burgess Lane
Buckeye, Arizona 85326

Court S. Rich
ROSE LAW GROUP, INC.
6613 North Scottsdale Road, Suite 200
Scottsdale, Arizona 85250