

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 COMMISS
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 90985 Date: 11/8/2010

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

Complaint By: First: Last:
Roland and Lannie Wood

Account Name: Roland and Lannie Wood

Home:

Street:

Work:

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Carmelle Rodriguez

Contact Phone:

Nature of Complaint:

***** W-01732A-09-0079 *****

Customer sent the following -

From:
Sent: Friday, October 29, 2010 8:02 AM
To: Newman-Web; Pierce-Web; Mayes-WebEmail; Kennedy-Web; Stump-Web; Utilities Div - Mailbox
Cc: jducey@abc15.com; tom.sockwell@co.mohave.az.us; customerservice@gwresources.com
Subject: Willow Valley Water Rate Increase

October 28, 2010

Arizona Corporation Commission
DOCKETED

NOV - 9 2010

DOCKETED BY

Arizona Corporation Commission
Utilities Division
1200 West Washington
Phoenix, AZ 85007-2996

Re: Willow Valley Water Co. Inc.
Docket #W-01732-A-09-0079

Dear Commissioners:

I am writing you to bring attention to the outrageous rate increase that was approved for Global Water/Willow Valley Water Co. effective August 1, 2010. In addition to approving a 30% increase in our Monthly Basic

RECEIVED
2010 NOV - 9 12:14
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Charge, a new 6-tier Consumption Charge was also approved. This new 6-tier schedule has caused our water consumption charge to increase by over 250%. Our typical summer water bill went from \$87.00 to \$240.00. In addition, we were retroactively billed for the increase from August 1st on our September bill which arrived in the mail with no prior warning as to the true effect of this increase. My September water bill was for \$471.17. I called your offices and spoke to "Carmen", and was told that Global Water had agreed to allow us to spread the payments for this bill over six months. However, Global Water told us that the most they would allow payments spread was three months.

In a time when we are experiencing the worst recession since the Great Depression, I am outraged that this kind of increase can take place. Many of the residents in Willow Valley are retired and live on a fixed income. Many, such as myself hope to retire there. However, an area that was beautiful with grass and trees as well as a desert landscape will now turn into an eyesore as most residents now cannot afford to water their lawns and don't have the extra \$3,000 it would cost to convert their yards to rock. The property values in this area have already dropped by 50% and this will bring the values down even more. Who can afford to pay this much for water?

The worst part of this is the fact that the water quality that we live with is not fit to drink for ourselves or even our dog. The color of the water is brown and it stains the toilets and clothing we wash in it. We have already spent money on osmosis filters, water softeners, and bottled water to drink. Yet Global Water has had a rate increase that brings the cost of water to a level that exceeds Los Angeles where the water is brought in by aqua duct. Willow Valley is adjacent to the Colorado River where the water simply has to be pumped from the ground.

The Arizona Corporation Commission must review their decision on this rate increase and at least compare our rates to the other communities in the area such as Bullhead City or the El Rio community. This increase is an intolerable burden on the Willow Valley residents and must be repealed.

Roland and Lannie Wood

Mohave Valley, AZ 86440
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 11/8/2010

Opinion No. 2010 - 90985
