

ORIGINAL



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November 9, 2010

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

Global Water Rate Case; Docket Nos. SW-20445A-09-0077;
W-02451A-09-0078; W-01732A-09-0079; W-20446A-09-0080;
W-02450A-09-0081; W-01212A-09-0082

RE: Global Water aka Willow Valley Water Company Recent Rate Increase and Other Charges
Decision No. 71878

Dear Commissioner,

I am writing this letter to express my concerns, and **protest** the recent rate increase and changes to the billing procedure enacted by the Global Water (Willow Valley Water Company).

I am enclosing the last 5 months copies of the bills that I have received from Global Water, along with a copy of the "Billing History" which I printed from the Global Water website for my account, but first I would like you to know that there are only 2 people that live at this household, yes we do have a lawn (or did), but there is no possible way that we could have used the amount of water that Global is indicating.

As you can see, in comparison with the September bill to the October bill, there is a **321%** increase. I will break it down as follows:

Sept 2010 our bill was **\$51.24** Oct 2010 our bill was (just for the usage) was **\$215.80= 321% increase**

If you compare, roughly the same amount of usage, please refer to our bill for July and October, broke down as follows:

July 2010 = 30882 gallons, our bill was \$73.69
Oct 2010 = 30820 gallons, our bill was \$215.80 (this does not include the adjustments of \$120.24).

The difference between the two shown above is **192.84% INCREASE**.

Also, I would like to point out that I am being **DOUBLE CHARGED** for "Water Basic", and "Water Consumption" for the months July thru October 2010. Also, I am being charged \$3.67 for these months, for the "Infrastructure Upgrade Surcharge". At our meeting with Global Water on October 28th, Global admitted the error for the charge of \$3.67, and said that we would be reimbursed that for last moth. Last Month? I have been charged this amount since June 2010.

The new meters installed by Global Water appear to be more inaccurate, and I understand they were subsidized by some type of program and were **NOT MEANT TO BE PAID FOR BY THE CUSTOMERS**.

I would also like to point out that Global Water is forcing us into a "higher tier" with their 35 day billing cycle. I would like to propose a question: How could the ACC pass this type of increase? This is what I call "legalized, highway robbery". The rate increase between tiers is totally outrageous, as is the new Basic Rate of \$21.12.

I am also enclosing a picture of a bottle of water, which we took from our home on October 25, 2010 and placed in a water bottle. As you can see from the picture, the water is brown in color. The water that we are provided with is not drinkable. I would have sent a sample in the mail, but didn't want to alarm anyone by doing so. If you request it, I will be more than happy to mail it to

RECEIVED
NOV 16 P 1:31
AZ CORP COMMISSION
DOCKET CONTROL

DOCKETED BY
[Signature]

Arizona Corporation Commission
DOCKETED
NOV 16 2010

you. Also, we have a filter that filters the water, and it should last, at least 3 months before changing it. Not here! It has to be changed approximately every 2 to 4 weeks. If it is not changed, then *NO WATER* comes out of the faucet and/or shower, because it is so plugged with sediments. And, this is water we are paying an arm and leg for?

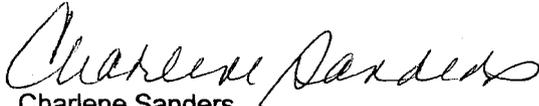
In my opinion, Global Water aka Willow Valley Water is in violation of Arizona State Legislature 40-361, which states in part:

A. Charges demanded or received by a public service corporation for any commodity or service shall be just and reasonable. Every unjust or unreasonable charge demanded or received is prohibited and unlawful.

Please be advised, that in the very near future, we will be forwarding a petition to STOP AND REVERSE the Willow Valley aka Global Water Rate Increase. To date we have obtained approximately 250 signatures.

I am looking forward to a response to these issues in the very near future.

Sincerely,



Charlene Sanders
7814 Oriole Dr.
Mohave Valley, AZ 86440

Enclosures: Copies of bills from Global Water for the months of June, July, August, September and October 2010

Copy of our Billing History taken from Global Water's website

Copies of Newspaper articles from the Mohave Valley Daily News from October 20, October 21, October 27 and October 29, 2010

Copy of Arizona State Legislature 40-361

Pictures of water taken from our home

Customer - Account Number	Due Date	Enter Amount Paid
(06/24/2010	

PAY THIS \$29.85

Please include customer account number on check

SEND REMITTANCE TO:

WILLOW VALLEY WATER CO.
PO BOX 52747
PHOENIX AZ 85072

CHARLENE SANDERS
7814 ORIOLE
MOHAVE VALLEY AZ 86440



Please return this portion with your payment

Make checks payable to Willow Valley Water Co.



21410 N 19th Avenue, Suite 201
Phoenix, Arizona 85027

Billing and Service Numbers:
Customer Service (623) 518-4000

Fax (623) 518-4100
customer.service@gwresources.com
emergency@gwresources.com
www.gwresources.com

Business Office and Customer Service Hours: Monday thru Friday - 8:00 am to 5:00 pm
Willow Valley Office Hours: Monday thru Friday - 10:00 am to 2:00 pm

Customer - Account Number	Mailing Address	CHARLENE SANDERS MOHAVE VALLEY AZ 86440	Past Due After 06/24/2010
Next Anticipated Read Date	Service Address	7814 ORIOLE	Pay \$34.85 Last Payment Received 05/26/2010

Previous Balance	Payments Received	Adjustments	Current Charges	Total Amount Due
\$60.32	\$60.32 CR	\$0.00	\$29.85	\$29.85

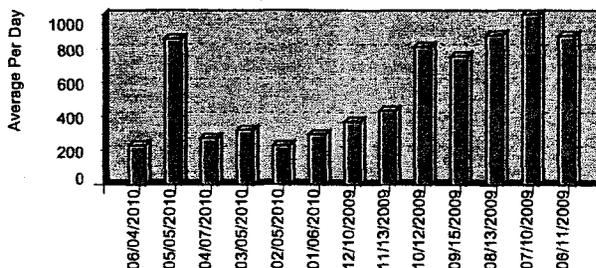
Meter Number	Read Date From	Read Date To	Days Billed	Previous Read	Current Read	Usage Billed
	05/05/2010	06/04/2010	30	1756000	1763000	7000

Manual Read

Summary of Current Charges

Billing	60.32
Payment - Thank you	60.32 CR
Balance Forward	0.00
Infrastructure Upgrade Surcharge	3.67
Water Basic Charge	16.25
Water Consumption Charge	7.70
Arizona Tax	2.12
Regulatory Tax (Superfund)	0.05
Regulatory Assessment	0.06
Total Current Bill	29.85
Total Amount Due	29.85

Use Comparison	Days	Gallons	Avg. Gal./Day
This Month	30	7000	233.33
Last Month	28	24000	857.14
Same Last Year	33	29000	878.79



29 day period

Customer - Account Number	Due Date	Enter Amount Paid
	07/29/2010	

PAY THIS \$73.69

Please include customer account number on check

SEND REMITTANCE TO:

WILLOW VALLEY WATER CO.
PO BOX 52747
PHOENIX AZ 85072

CHARLENE SANDERS
7814 ORIOLE
MOHAVE VALLEY AZ 86440

263326-01-0106



Please return this portion with your payment

Make checks payable to Willow Valley Water Co.



21410 N 19th Avenue, Suite 201
Phoenix, Arizona 85027

*spoke to
Katherine
7/19/10*

Billing and Service Numbers:
Customer Service (623) 518-4000
Fax (623) 518-4100
customer.service@gwresources.com
emergency@gwresources.com
www.gwresources.com

Business Office and Customer Service Hours: Monday thru Friday - 8:00 am to 5:00 pm
Willow Valley Office Hours: Monday thru Friday - 10:00 am to 2:00 pm

Customer - Account Number	Mailin ⁿ Addre	CHARLENE SANDERS MOHAVE VALLEY AZ 86440	Past Due After 07/29/2010
Next Anticipated Read Date	Service Address	7814 ORIOLE	Pay \$78.69 Last Payment Received 06/15/2010

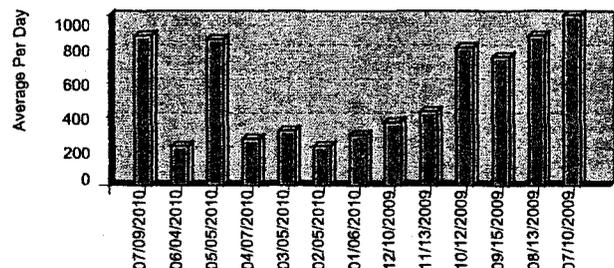
Previous Balance	Payments Received	Adjustments	Current Charges	Total Amount Due
\$29.85	\$29.85 CR	\$0.00	\$73.69	\$73.69

Meter Number	Read Date From	Read Date To	Days Billed	Previous Read	Current Read	Usage Billed
	06/04/2010	06/18/2010	14	1763000	1773000	10000
	06/18/2010	07/09/2010	21	0	20882	20882

Summary of Current Charges

Billing	29.85
Payment - Thank you	29.85 CR
Balance Forward	0.00
Infrastructure Upgrade Surcharge	1.47
Infrastructure Upgrade Surcharge	2.20
Water Basic Charge	9.75
Water Basic Charge	6.50
Water Consumption Charge	38.90
Water Consumption Charge	8.80
Arizona Tax	5.66
Regulatory Tax (Superfund)	0.20
Regulatory Assessment	0.21
Total Current Bill	73.69
Total Amount Due	73.69

Use Comparison	Days	Gallons	Avg. Gal./Day
This Month	35	30882	882.34
Last Month	30	7000	233.33
Same Last Year	29	29000	1000.00



35 day period

Customer - Account Number	Due Date	Enter Amount Paid
	08/26/2010	

PAY THIS \$60.81

Please include customer account number on check

SEND REMITTANCE TO:

WILLOW VALLEY WATER CO.
PO BOX 52747
PHOENIX AZ 85072

CHARLENE SANDERS
7814 ORIOLE
MOHAVE VALLEY AZ 86440

288110-07-0109



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emergency@gwresources.com
www.gwresources.com

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Willow Valley Office Hours: Monday thru Friday - 10:00 am to 2:00 pm

Customer - Account Number	Mailino Addre CHARLENE SANDERS MOHAVE VALLEY AZ 86440	Past Due After 08/26/2010 Pay \$65.81
Next Anticipated Read Date	Service Address 7814 ORIOLE	Last Payment Received 07/30/2010

Previous Balance	Payments Received	Adjustments	Current Charges	Total Amount Due
\$73.69	\$73.69 CR	\$0.00	\$60.81	\$60.81

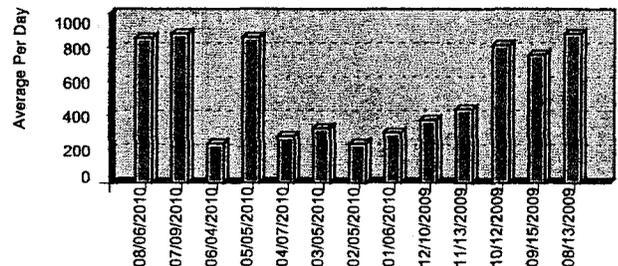
Meter Number	Read Date From	Read Date To	Days Billed	Previous Read	Current Read	Usage Billed
	07/09/2010	08/06/2010	28	20882	44846	23964

AMR Read

Summary of Current Charges

Billing	73.69
Payment - Thank you	73.69 CR
Balance Forward	0.00
Infrastructure Upgrade Surcharge	3.67
Water Basic Charge	16.25
Water Consumption Charge	27.14
Water Consumption Charge	8.80
Arizona Tax	4.62
Regulatory Tax (Superfund)	0.16
Regulatory Assessment	0.17
Total Current Bill	60.81
Total Amount Due	60.81

Use Comparison	Days	Gallons	Avg. Gal./Day
This Month	28	23964	855.86
Last Month	35	30882	882.34
Same Last Year	34	30000	882.35



28 day period

Customer - Account Number	Due Date	Enter Amount Paid
	09/23/2010	

PAY THIS \$51.24

Please include customer account number on check

SEND REMITTANCE TO:

WILLOW VALLEY WATER CO.
PO BOX 52747
PHOENIX AZ 85072

CHARLENE SANDERS
7814 ORIOLE
MOHAVE VALLEY AZ 86440



Please return this portion with your payment

Make checks payable to Willow Valley Water Co.



21410 N 19th Avenue, Suite 201
Phoenix, Arizona 85027

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Customer Service (623) 518-4000

Fax (623) 518-4100
customer.service@gwresources.com
emergency@gwresources.com
www.gwresources.com

Business Office and Customer Service Hours: Monday thru Friday – 8:00 am to 5:00 pm
Willow Valley Office Hours: Monday thru Friday – 10:00 am to 2:00 pm

Customer - Account Number	Mailing Address CHARLENE SANDERS MOHAVE VALLEY AZ 86440	Past Due After 09/23/2010 Pay \$56.24
Legal Anticipated Read Date	Service Address 7814 ORIOLE	Last Payment Received 08/25/2010

Previous Balance	Payments Received	Adjustments	Current Charges	Total Amount Due
\$60.81	\$60.81 CR	\$0.00	\$51.24	\$51.24

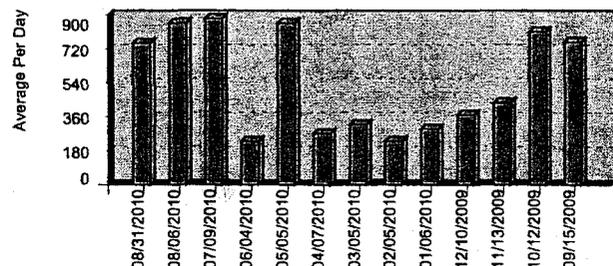
Meter Number	Read Date From	Read Date To	Days Billed	Previous Read	Current Read	Usage Billed
	08/06/2010	08/31/2010	25	44846	63673	18827

AMR Read

Summary of Current Charges

Billing	60.81
Payment - Thank you	60.81 CR
Balance Forward	0.00
Infrastructure Upgrade Surcharge	3.67
Water Basic Charge	16.25
Water Consumption Charge	18.41
Water Consumption Charge	8.80
Arizona Tax	3.85
Regulatory Tax (Superfund)	0.12
Regulatory Assessment	0.14
Total Current Bill	51.24
Total Amount Due	51.24

Use Comparison	Days	Gallons	Avg. Gal./Day
This Month	25	18827	753.08
Last Month	28	23964	855.86
Same Last Year	33	25000	757.58



25 day period

Just read meters

GLOBAL WATER
RELIABLE • RENEWABLE • REUSABLE

UTILITY BILL

Kimberly Chris Mayes
Mayes - web @ Azcc.gov

Mayes - web @ Azcc.gov

CHARLENE SANDERS

Customer Number: 056
Account Number:
Due Date: 10/28/2010

WILLOW VALLEY WATER COMPANY
Questions? Call Customer Service M-F 8:00 am to 5:00 pm (623) 518-4000
Willow Valley Office Hours: M-F 10:00 am to 2:00 pm

A 215.80
11/10/10 3/12/20
114.80
82.40
82.40

Summary of charges as of 10/05/2010

Previous Balance:	\$51.24
Payments Received - THANK YOU:	\$-51.24
Past Due Balance - PAY IMMEDIATELY:	\$0.00
Adjustments:	\$120.24
Current Billing - Past Due after 10/28/2010:	\$215.80
TOTAL AMOUNT DUE:	\$336.04

CHARLENE SANDERS
Service Address: 7814 ORIOLE

Meter Read Type	Meter Number	Previous Meter Read	Current Meter Read	Water Consumed in Gallons	
Manual Read		08/31/2010	63673	10/05/2010 94493	30,820

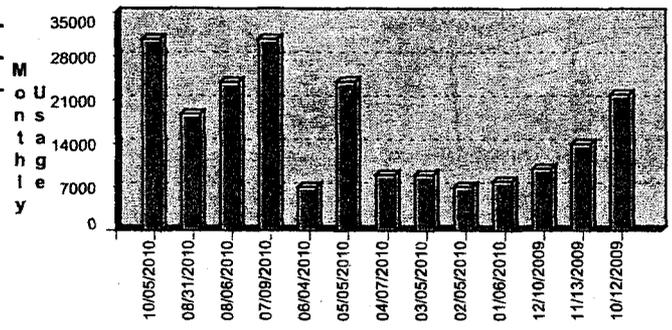
Water Consumption Charges

Description Tier	Cost Per 1000 Gallons	Use in Tier Gallons	Current Charges
Water Consumption - Tier 1	\$1.48	1,000	\$1.48
Water Consumption - Tier 2	\$2.99	4,000	\$11.96
Water Consumption - Tier 3	\$4.51	5,000	\$22.55
Water Consumption - Tier 4	\$6.00	8,000	\$48.00
Water Consumption - Tier 5	\$7.50	7,000	\$52.50
Water Consumption - Tier 6	\$9.00	5,820	\$52.38
Totals		30,820	\$188.87

Summary of Charges

Water Basic	\$21.12
Water Consumption	\$188.87
Water Basic - Adjustment (eff. 8/1)	\$0.97
Water Consumption - Adjustment (eff. 8/1)	\$33.67
Tax and Fee Adjustment	\$2.49
Water Basic - Adjustment (eff. 8/1)	\$4.87
Water Consumption - Adjustment (eff. 8/1)	\$72.67
Tax and Fee Adjustment	\$5.57
Infrastructure Upgrade Surcharge	\$3.67
Arizona Sales Tax	\$1.87
Regulatory Tax (Superfund)	\$0.20
Regulatory Assessment	\$0.07
Total Current Bill	\$336.04

Compare Your Water Usage



Cash

51.00

35 day period

Your consumption this month exceeds the Rebate Threshold (6,401 gals)
For WATER SAVING TIPS visit www.gwresouces.com

billing

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- Deposit
- Online Services**
- Make a Payment
- Moving?
- Feedback/Report a Problem
- Main**
- List Accounts
- Change Profile
- Having trouble with payment?
- Contact Webmaster

Billing History

Select a Year: 2010

Bill Date	Balance Forward	Current Bill	Bill Total	Web Bill
10/13/2010	\$120.24	\$215.80	\$336.04	
9/8/2010	\$0.00	\$51.24	\$51.24	
8/11/2010	\$0.00	\$60.81	\$60.81	
7/14/2010	\$0.00	\$73.69	\$73.69	
6/9/2010	\$0.00	\$29.85	\$29.85	
5/12/2010	\$0.00	\$60.32	\$60.32	
4/12/2010	\$0.00	\$32.65	\$32.65	
3/11/2010	\$0.00	\$32.65	\$32.65	
2/11/2010	\$0.00	\$29.61	\$29.61	
1/13/2010	\$39.49	\$30.81	\$70.30	

Online Forms

- ACH Bank Draft Form
- Current Rates

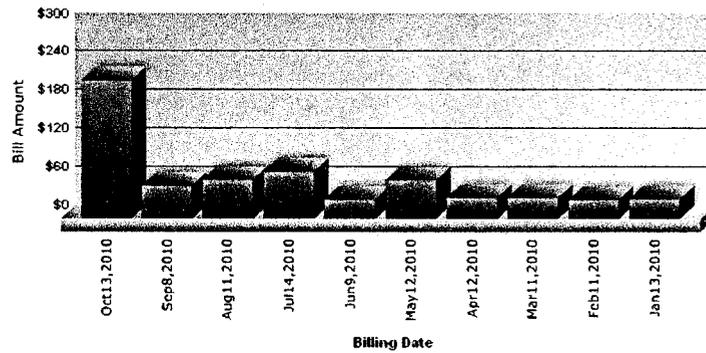
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- Sign Up for ACH
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Auto Pay

- Auto Pay Enrollment

Bill History



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Boiling mad

Customers see water bills suddenly skyrocket

By **RODD CAYTON**
THE DAILY NEWS

MOHAVE VALLEY — Douglas Morton knows Christmas is coming.

For that reason, the Willow Valley man increased his payment to Global Water Management, LLC, in the hopes of reducing what he owes to the company later in the year, freeing up money for holiday purchases.

But Tuesday morning, Morton found himself staring at a bill for \$1,000.08.

One thousand dollars and eight cents.

Morton was among more than a dozen customers gathered at the Willow Valley Water Co.

office to dispute bills for several times their usual amounts.

Bill Houston said his bill jumped to \$227 from about \$44, and the lack of alternatives will hurt a lot of customers.

"There's no other water company to go to," Houston said.

Many customers said they could not afford the amounts the company is asking them to pay.

Marquita Romano said she has been paying about \$22 a month but her current bill is \$228.

"I'm not gonna pay it," Romano said. "I can't pay it. I don't have enough money. I'm on a fixed income."

▶ See **BILLS**, A3



DROWNING IN BILLS: Customers compare and discuss water bills Tuesday outside the Willow Valley Water Co. office. Most reported amounts that had at least doubled from the previous bills.

RODD CAYTON/The Daily News

Mohave Valley
Daily News
Oct 20, 2010

Mohave Valley
Daily News
Oct 20, 2010

BILLS: Willow Valley customers angry about hike

Continued from A1

Morton said his bill, which lists more than \$800 in current charges, would consume most of his \$1,220 Social Security check.

Customer Paul Orne said he was relatively fortunate — his regular \$32 bill jumped up to \$129.

Orne said what he found disturbing was the reported usage listed on the bills. He said some customers recorded usage is 4,000 to 40,000 gallons above usual.

Morton said his bill says he used 63,000 gallons over the last billing period. Billing cycles can range from 25 to 30 days.

"It'll be interesting, sad and maybe even for the best, to see just how many people have their water turned off," Orne said.

Local supervisor Curtis Fine ventured outside to attempt to explain bills to customers and keep them calm; he tried to discourage a customer who threatened to "rip out" a meter at his residence.

Fine declined to comment, referring questions to a Phoenix spokeswoman, Carmelle Rodriguez.

Rodriguez did not respond in time to phone calls or e-mail Tues-

day. The company was expected to respond late Tuesday or today.

One customer, whose bill jumped from \$44 to more than \$200, showed a credit on the bill for a "water conservation rebate."

He saved 85 cents.

Arizona Corporation Commission spokeswoman Rebecca Wilder said that Global Water won approval for a rate hike earlier this year, but no more details were immediately available.

She said ratepayers who don't believe their bills are accurate can call the commission's consumer services division at 602-542-4251.



News > Local

Water meeting expected to attract large audience

Print Page

By **RODD CAYTON/The Daily News**

Published: Wednesday, October 27, 2010 1:06 AM MDT

MOHAVE VALLEY — Parking could be scarce for Thursday's meeting between executives of Global Water and customers with questions about its recent rate hike in Willow Valley.

Customer Becky Swanson expressed concern Tuesday that the site chosen for the meeting, the Willow Valley Club House, doesn't have sufficient parking.

Swanson said she was concerned about possibly being ticketed if she couldn't find a legal parking space, or having to skip the meeting because parking might be a problem.

Mohave County Sheriff's Office spokeswoman Trish Carter said a deputy will be at the meeting to keep the peace, but may not necessarily cite illegally parked vehicles.

However "I would not suggest people purposely park illegally, double park or block driveways," she said.

Carter said individuals attending the meeting should search for legal parking on nearby streets.

Representing Global Water at the meeting will be Arizona general manager Ron Fleming, regional client services supervisor Deborah Slack, regional operations manager James Taylor and local supervisor Curtis Pine.

The meeting was scheduled after dozens of customers streamed into the Willow Valley Water Co. office last week to protest bills that in some cases were more than double what they were usually charged.

It's scheduled to last from 6 to 7 p.m. The Club House is at 549 Gordon St. in Mohave Valley.

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News > Local

Turbulent waters

Company admits billing mistakes, tries to reassure angry customers

By **RODD CAYTON/The Daily News**

Published: Friday, October 29, 2010 2:28 AM MDT

MOHAVE VALLEY — Global Water Company executives said Thursday night that they've already begun easing the pain of high water bills for some area customers, and that it'll give users surprised by its rate hike six months to pay off some accumulated charges.

Ron Fleming, Arizona general manager for Global Water, which owns Willow Valley Water Co., told customers that the company has credited the accounts of all 1,600 customers for a \$3.67 surcharge that was supposed to have been discontinued after its new rates went into effect.

He said another 187 customers, whose water use placed them in the highest-priced tier, were charged again for the water they used at the previous tier. They were overbilled by \$1 to \$50, which also has been credited back, he said.

He attempted to reassure a rowdy crowd that abnormally high bills were a one-time occurrence, and that their next bills, while higher than before, will reflect current use only.

The Arizona Corporation Commission last month approved a rate increase for the area served by Willow Valley Water, and gave the utility permission to charge customers the difference between the old and new rates back to Aug. 1. The commission has predicted that the average customer, using about 5,000 gallons, would pay about \$7 more per month, Fleming said.

Fleming said Global Water has a policy of allowing six months to pay off retroactive charges, which he failed to include in notices about the rate increase.

Fleming spoke at a public meeting the company organized after numerous customers complained of excessively high bills issued Oct. 13. His presentation on the history of the company's ownership of Willow Valley Water was interrupted numerous times by hecklers. The same happened while he was explaining the investments Global Water has made in improving the infrastructure in the area.

He said the company has spent \$2.1 million on improvements since buying Willow Valley Water in 2006. They included new treatment and pumping systems, and a new well. The company hasn't recovered any of that money yet, Fleming said.

He began the meeting by waving a bottle of coffee-colored liquid to the crowd; he said the bottle is from a water sample he took when he started his current job.

"That bottle sits on my desk in Phoenix," Fleming said. "I think about it every day."

He said that customers have much better water today, though he admitted there are still problems to fix.

The color of the water in the sample is due to high iron and manganese content in the local groundwater, Fleming said. He said new filtration systems have reduced the amounts of both.

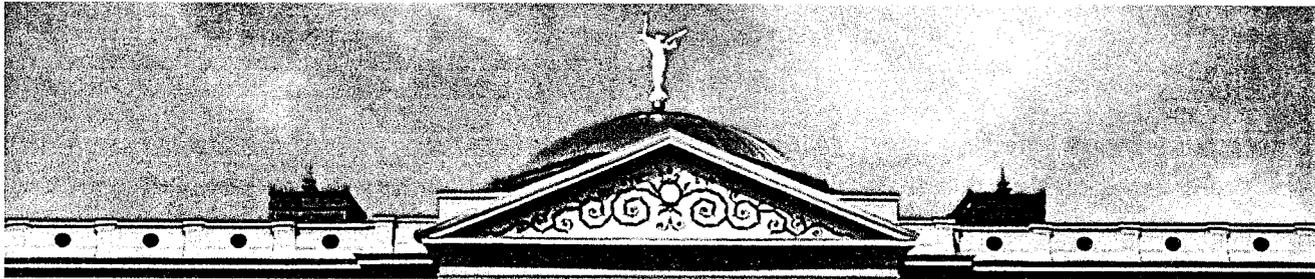
Fleming said Global Water hosted several public meetings at the Willow Valley Club House before

[Print Page](#)


MEETING: Ron Fleming, Arizona general manager for Global Water, addresses Willow Valley Water Co. customers at a public meeting Thursday night. The company will be crediting some customers' accounts because it erroneously placed surcharges on their bills, Fleming said. **RODD CAYTON/The Daily News**

Arizona State Legislature

Bill Number Search:



Forty-ninth Legislature - Second Regular Session

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40-361. Charges by public service corporations required to be just and reasonable; service and facilities required to be adequate, efficient and reasonable; rules and regulations relating to charges or service required to be just and reasonable

A. Charges demanded or received by a public service corporation for any commodity or service shall be just and reasonable. Every unjust or unreasonable charge demanded or received is prohibited and unlawful.

B. Every public service corporation shall furnish and maintain such service, equipment and facilities as will promote the safety, health, comfort and convenience of its patrons, employees and the public, and as will be in all respects adequate, efficient and reasonable.

C. All rules and regulations made by a public service corporation affecting or pertaining to its charges or service to the public shall be just and reasonable.