

ORIGINAL



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



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ERNEST G. JOHNSON
Executive Director

ARIZONA CORPORATION COMMISSION 2010 DEC 13 P 3: 41

December 13, 2010

AZ CORP COMMISSION
DOCKET CONTROL

To: Docket Control

RE: Global Water – Santa Cruz - Customer Comments

Docket Nos.: SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-09-0079, W-02451A-09-0078 and W-01212A-09-0082

Please docket the attached 15 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

DEC 13 2010

DOCKETED BY *[Signature]*

ARIZONA CORP COMMISSION RECEIVED

DEAR COMMISSIONER,

NOV 05 2010

AZ CORP COMM
Director Utilities

GLOBAL WATER IS TAKING ADVANTAGE
OF US IN WILLOW VALLEY AZ, THEY
PUT IN NEW METERS TO SAVE THEM
MONEY ON HAVING SOMEONE READ
OUR METERS, DOING AWAY WITH
ANOTHER JOB!

DECISION # 71878

WHY DO WE HAVE TO PAY 30%
MORE WHEN THEY ARE SAVING MONEY?

THE OUT IN WAGES FOR THEM WAS
BIG AND THEN THEY RAISE OUR
RATES. ⁰⁰₀₀

WHAT IS FAIR. PLEASE LOOK
INTO THIS UNFAIR PRACTICE.

IT IS NOT JUSTIFIED FOR THIS
INCREASE. PLEASE HELP

Elaine. (626) 447-1121

Please Re-examine that Part of the Water Bill increase that allows 1,000 gal from \$11.70 to \$19.00 per 1000 gal of Water. ?

That can't be right!

OR FAIR!

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NOV 05 2010

AZ CORP COMM Director Utilities

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

October 20, 2010
26th

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned about a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have accured:

- 1 Meters are defective
- 2 Meters have been designed to register more water usage volume
- 3 Meters have been designed to measure more accurately

We think you should investigate this matter!!!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

This increase in water consumption will bring them in considerably more revenue.

Sign. Bill & Judy Johnson
Address 7958 Mocking Bird, MOHAVE VALLEY, AZ. 86440
Tel. (928) 768-2872

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

NOV 05 2010

AZ CORP COMM
Director Utilities

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned about a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have accured:

- 1 Meters are defective
 - 2 Meters have been designed to register more water usage volume
 - 3 Meters have been designed to measure more accurately
 - 4 Tariff is way to high compared to surrounding areas.
- We think you should investigate this mater!!!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

This increase in water consumption will bring them in considerably more revenue.

Sign. Mr + Mrs Sam Whitaker for

Address 8653 Juniper St

Tel. Mohave Valley AZ 86440

928-788-3211

New usage rates for areas served by Global water

	WILLOW VALLEY	TONOPAH	SANTACRUZ	BUCKEYE	
1,000 gal. Tier 1	1.48	1.18	1.30	1.35	
5,000gal. Tier 2	2.99	1.99	2.12	2.55	
10,000 gal Tier 3	4.51	2.89	2.94	3.75	
18,000 gal Tier 4	6.00	3.80	3.76	4.95	
25,000 gal Tier 5	7.50	4.68	4.58	6.15	
999,999,999 gal Tier 6	9.00	5.54	5.48	7.35	

Bermuda water

Charge per 1,000 gal

From 0-4,000 - - \$1.15

From 4,001-12,000 -\$1.55

Excess of 12,000 - \$2.20

Tribal water

Base charge \$12.00 cost per 1,000
After initial 2,000 gal

From 2,000-5,000----- \$1.50

From 5,001-9,999----- \$1.80

From 10,000 and over- \$2.20

This Needs to be addressed. This calculation for use of our water, is more than gasoline prices and more than anyone else. Needs fixing!

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

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AZ CORP COMM
Director Utilities

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned about a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have accured:

- 1 Meters are defective
- 2 Meters have been designed to register more water usage volume
- 3 Meters have been designed to measure more accurately

We think you should investigate this matter!!!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

This increase in water consumption will bring them in considerably more revenue.

Sign.



Address

592 BORDER LN, MARIKVA VALLEY, AZ 86440

Tel.

928/768-9295

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

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NOV 05 2010

AZ CORP COMM
Director Utilities

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned about a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have occurred:

- 1 Meters are defective
- 2 Meters have been designed to register more water usage volume
- 3 Meters have been designed to measure more accurately

We think you should investigate this matter!!!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

This increase in water consumption will bring them in considerably more revenue.

Lorna Fullagar
Sign. *Mildred Fullagar*

Address *8095 Aspen DR*
Mohave Valley AZ 86440

Tel. *928 7682434*

Mailing address P.O. Box 5601
Mohave Valley, AZ 86446

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

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NOV 05 2010

AZ CORP COMM
Director Utilities

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned about a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have accrued:

- 1 Meters are defective
- 2 Meters have been designed to register more water usage volume
- 3 Meters have been designed to measure more accurately

We think you should investigate this matter!!!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

This increase in water consumption will bring them in considerably more revenue.

Sign.

Address

Tel.

Linda Schmidt
8276 Evergreen Drive
Mohave Valley, AZ 86440
928 768-5202

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

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NOV 05 2010

AZ CORP COMM
Director Utilities

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned about a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have accured:

- 1 Meters are defective
- 2 Meters have been designed to register more water usage volume
- 3 Meters have been designed to measure more accurately

We think you should investigate this matter!!!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

This increase in water consumption will bring them in considerably more revenue.

Sign. *Todd Henry Cooper*

Address *7928 Guair Drive, W. Lane Valley, 173 86446-9544*

Tel. *928.768.9379*

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

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AZ CORP COMM
Director Utilities

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned about a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have accured:

- 1 Meters are defective
- 2 Meters have been designed to register more water usage volume
- 3 Meters have been designed to measure more accurately

We think you should investigate this matter!!!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

This increase in water consumption will bring them in considerably more revenue.

Sign.

Lydia Ruller

Address

1090 Spruce Drive

Tel.

Mohave Valley, Az. 86440-9236

928-768-2676

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

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NOV 05 2010

AZ CORP COMM
Director Utilities

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned about a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have accured:

- 1 Meters are defective
- 2 Meters have been designed to register more water usage volume
- 3 Meters have been designed to measure more accurately

We think you should investigate this matter!!!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

This increase in water consumption will bring them in considerably more revenue.

Sign. *Sharon L. Hattis*

Address *592 Border Lane Mohave Valley, Az 86440*

Tel. *928 768-9295*

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

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NOV 05 2010

AZ CORP COMM
Director Utilities

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned about a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have accured:

- 1 Meters are defective
- 2 Meters have been designed to register more water usage volume
- 3 Meters have been designed to measure more accurately

We think you should investigate this matter!!!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

This increase in water consumption will bring them in considerably more revenue.

Sign.

Address

Tel.

[Handwritten Signature]
726 Kingsley St Mohave Valley
928 768 5440

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

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NOV 05 2010

AZ CORP COMM
Director Utilities

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned about a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have occurred:

- 1 Meters are defective
- 2 Meters have been designed to register more water usage volume
- 3 Meters have been designed to measure more accurately

We think you should investigate this matter!!!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

This increase in water consumption will bring them in considerably more revenue.

Sign. *Wilbur M. Clark* / WILBUR M. CLARK

Address 570 GORDON, MOHAVE VALLEY AZ 86440

Tel. 626 338-9219

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

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NOV 05 2010

AZ CORP COMM
Director Utilities

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned about a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have accured:

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- 2 Meters have been designed to register more water usage volume
- 3 Meters have been designed to measure more accurately

We think you should investigate this matter!!!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

This increase in water consumption will bring them in considerably more revenue.

Sign.

Ronald & Shawn Allen

Address

PO Box 6348

Tel.

7968 S. King Place - Mohave Valley, AZ-86446
928-768-4896

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

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AZ CORP COMM
Director Utilities

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned about a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have accrued:

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- 3 Meters have been designed to measure more accurately

We think you should investigate this matter!!!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

This increase in water consumption will bring them in considerably more revenue.

Sign. *Bernice Dillaway*

Address *585 Jordan Dr. P.O. Box 5227, M.V. G. 86446*

Tel. *928-768-2537*

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

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NOV 05 2010

AZ CORP COMM
Director Utilities

November 3, 2010

Dear Commissioner,

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned about a charge on our bill called "Infrastructure Upgrade Surcharge." We would like to know how Global Water determines this cost, and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if, when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption since the new meters were installed.

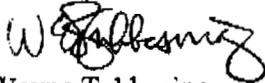
We believe that one of the following things has occurred:

1. Meters are defective.
2. Meters have been designed to register more water usage volume.
3. Meters have been designed to measure more accurately.

We think you should investigate this matter!!!

If the meters are more accurate we think you should have considered this in the increase of Global Water's application for increases.

This increase in water consumption will bring them in considerably more revenue.



Wayne Tubbesing

8712 Cedar St
Mohave Valley, AZ 86440-8514

(928)201-4392

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

RECEIVED

NOV 05 2010

AZ CORP COMM
Director Utilities

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned about a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

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We think you should investigate this matter!!!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

This increase in water consumption will bring them in considerably more revenue.

Sign. *Lyle Talbot*

Address *1093 PINE DR. M.V. AZ 86440*

Tel. *928-219-9816*