

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM



Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 107900

Date: 1/17/2013 Corporation Commission

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

DOCKETED

JAN 23 2013

Complaint By: First: Paul Last: Orne

DOCKETED BY [Signature]

Account Name: Paul Orne

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED

W-01732A-12-0315

WATER

***** REFERRED FROM COMMISSIONER PIERCE'S OFFICE *****

From: paul orne
Sent: Wednesday, January 16, 2013 5:29 PM
To: Pierce-Web
Subject: global water

I truly hope I'm emailing the right person about this matter, which is the huge rate increase that global water wants to do to us here in willow valley. I contacted them and they emailed me back explaining that they have wanted a increase since 2008 and do the economy they need it. Guess they think they are the only ones affected by the economy. Not really, they only think how they can take advantage of small areas that can't fight back. As I stated in my last email, the fact that they say that only 3,800 gallons of water is used on average is because 60%, more like 75%, of the places here are owned by weekenders that might only come up a couple times a year. On my street out of 20 homes only three are lived in full time. Do the math on that and it might give you a average usage of about 250 gallons per onto, they won't say that because it would send off a red flag. Because 70% of the places are weekender homes they only get the minimum and therefore they have only one way to get any more from them, increase the base fee. Between my water softener and my iron filter I go through over 4,000 gallons of water a month in backwashing, either that or let it destroy my plumbing. Just think about this = they sent out a couple of letters a while back saying that any one late twice in a year would be charged a \$65.00 security fee. That alone shows what kind of company they are. One thing on there mind = how can they get more money, hey I know = security fee, yeah that the answer. I'm sure all the other companies can do the same thing but I've lived here 30+ years and not ever have any of them done it, but believe me global water will do it. This company made a mistake by buying this water company and now there trying to get us to pay for it. To me what it comes down to is why the special treatment for global water ? If anything there worse than all the neighboring water companies and the other water companies don't charge no where near what global water gets away with charging us. I work in the area and when I go to near by areas and find out the people are paying

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\$20.00 - \$25.00 per month is shocking, and for the same amount of water, in some cases they get twice the water we get for that amount. I use to think it would be a joke for some one to say = yeah rent isn't to bad in willow valley but the water bill will kill you, well that has come to pass. The whole area, all the way from bermuda city to bullhead city know how bad the water is in willow valley, and what we have to pay for it. Global water is smart, they ask for a rate increase and hope to get something, anything. The more they ask for the better chance they have of getting something. And whats this about 5/8ths and 3/4" water lines, does any one have a 1/2" water line ? Is there such a thing as a 1/2" water main line. Asks yourself this = when did you get your last raise ? If your food bill goes up do you automatically get a raise, I don't. Now I could cut my water usage by disconnecting my iron water filter and water softener but then my water bill would be cut in half, another reason that global water would be asking for more money, less money from me so they would have to figure out how to get more money some how. Now talking about the service they give us, well that's a joke. Couple months back my meter started leaking, they sent out a couple guys and when they were done my box was above ground 4 " and the meter is pushed up against one side of the box, making it I possible to change my connection, and they have the water line going out of my box to the neighbor behind me only 2" below the ground, they told men to be careful walking there. How messed up is that, be careful walking around your water box because you might break the water line. Like I said = I hope I'm emailing the right person about this. Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinions noted and filed in Docket No. W-01732A-12-0315. CLOSED

End of Comments

Date Completed: 1/17/2013

Opinion No. 2013 - 107900
