

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
FILE # 780



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SHARON LEE JORDAN

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February 20, 2013

Arizona Corporation Commission
Docket Control
1200 W. Washington
Phoenix, AZ 85007

2013 FEB 26 12-0315
W-01732A-12-0315
W-02451A-12-0313
W-02450A-12-0312
W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311

To Whom It May Concern For Docket No. W-20446A-12-0314:

I would like to bring to the attention of this commission the following shabby customer service I and other friends in Maricopa, AZ have received by Global Water before their proposed rate increase hearing in July of 2013:

1. Global Water posted at their facility on the door in Maricopa, AZ. that during normal business hours they would be closed on a certain day. Upon going to that business, I witnessed several people ready to pay their water bill during their lunch time astonished by the notice that the business was closed until later on that day. Many of these people had taken off work to pay their water bill so that their water would not be shut off. After GW opened later that day, the gal at the desk said that the closure was only posted on the web site. How many people check their web site on a regular basis? I only go to that site when viewing my bill once a month. Several people never go to Global Water site. This is a deplorable situation. that added much stress on many people.
2. Having heard when I moved to Maricopa, AZ how I should pay my GW bill immediately upon receiving it, I always do this. Other GW customers had suggested to pay immediately as GW does disconnect customer's water. I would call in each day after my Chase bank bill pay GW date had transpired. However, the gals in the office informed me that it took up to 10 business days to post my payment and I am always fearful that it will not be posted in time to not have a late fee or water turned off. This is very stressful for me.
3. In the summer of 2011, I walked by a home at 44344 Vineyard Street in Maricopa, AZ 85139 around 5:30 am and saw water shooting above bushes in that yard. I notified Global Water by phone several times, but it was never turned off. Finally, after weeks and weeks of asking around I found the neighbor who had a key to the Canadian's home. He found and corrected 6 leaks. It is astonishing that I saw water gushing into the street daily for weeks and weeks. Guess the GW company was more concerned about making money that it was about good customer relations and helping out snowbirds who were away from Maricopa, AZ in the summer.
4. On Global Water's new proposals how much of the cost will be the responsibility of current customers, developers, or future customers? Do streets and lots get torn up, or will only new developments be affected. In this area the low income have subsidized help on their bill. Many senior citizens

do not have this luxury and our water bills must be paid first with other necessities of life taking a back seat .

5. Why is the public hearing located in Phoenix , as many citizens in Maricopa, AZ are either working on July 15, 2013 at 10 am or seniors and unable to attend to express their views? I am a disabled senior and will not be able to make the trip. I hope that someone will read my letter at the hearing.

Sincerely,

Mrs. Sharon Jordan

Mrs. Sharon Lee Jordan

cc Bill Rigsby, Chief Accounting & Rates of RUCO
Global Water
The Honorable Janice K. Brewer, Arizona Governor