

ORIGINAL

COMMISSIONERS
KRISTIN K. MAYES - Chairman
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BOB STUMP



ARIZONA CORPORATION COMMISSION

February 26, 2013

To: Docket Control

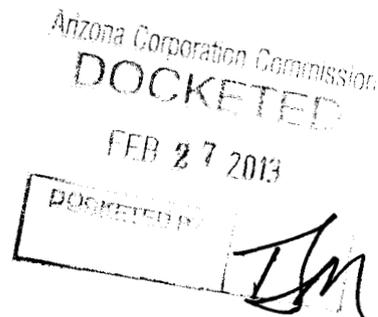
RE: Global Water, et al

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

Please docket the attached 13 customer comments OPPOSING the above filed rate case.

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

Filed by: Utilities Division – Consumer Services



RECEIVED
2013 FEB 21 P 12:39
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108715

Date: 2/22/2013

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

Complaint By: **First:** Betty **Last:** Pohle

Account Name: Betty Pohle **Home:**

Street: **Work:**

City: Mohave Valley **CBR:**

State: AZ **Zip:** 86440 **is:**

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone:

Nature of Complaint:

***** 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 *****

Customer sent the following -

I have to live on SS - \$851.00. Can't afford a 75% increase. Inflation is bad enough. Keep it down to 10 or 15% increase and be more realistic.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108715

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108711

Date: 2/22/2013

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By: Lynda

Salido Zuniga

Account Name: Lynda Salido Zuniga

Home: (

Street:

Work:

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone:

Nature of Complaint:

***** 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 *****

Customer sent the following -

As residents of Willow Valley, we feel that a rate increase is wrong. We are on a fixed income, as are many other residents of Willow Valley and cannot afford this rate increase. The quality of the water has not improved since Global Water took over in our area. We cannot drink this water, we have to buy bottled water for drinking. It is ruining our plumbing. We have to replace faucets and cut-offs again. This gets expensive.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108711

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108712

Date: 2/22/2013

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

Complaint By: **First:** Earl **Last:** Gardner

Account Name: Earl Gardner

Home:

Street:

Work:

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone: (623) 580-9600

Nature of Complaint:

***** 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 *****

Customer sent the following -

We live on a fixed income. A water hike will not be good for our family. We pay too much for very bad water now.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 2/22/2013

Opinion No. 2013 - 108712

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108713

Date: 2/22/2013

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

Complaint By: **First:** Charles **Last:** Clark

Account Name: Charles Clark

Home:

Street:

Work:

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone:

Nature of Complaint:

***** 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 *****

Customer sent the following -

We are on fixed income. A 100% raise is too much. We won't even give this water to our dogs.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 2/22/2013

Opinion No. 2013 - 108713

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108714

Date: 2/22/2013

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

First:

Last:

Complaint By: Christine

Johnson

Account Name: Christine Johnson

Home:

Street:

Work:

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone:

Nature of Complaint:

***** 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 *****

Customer sent the following -

The size of the hike is outrageous and the service or quality does not warrant this price hike.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 2/22/2013

Opinion No. 2013 - 108714

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108708

Date: 2/22/2013

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

Complaint By: **First:** Robert **Last:** Otto

Account Name: Robert Otto

Home:

Street:

Work:

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone:

Nature of Complaint:

***** 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 *****

Customer sent the following -

I would like to express my opinion on the proposed rate increase. I am against the rate increase since I am on a fixed income. Any substantial increase would be a burden to me.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108708

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108709

Date: 2/22/2013

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

Complaint By: **First:** Pat **Last:** Sinclair

Account Name: Pat Sinclair **Home:**

Street: **Work:**

City: Mohave Valley **CBR:**

State: AZ **Zip:** 86440 **is:**

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Katherine Dombrowski **Contact Phone:**

Nature of Complaint:

***** 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 *****

Customer sent the following -

This second increase is absolutely ridiculous. This is our vacation home and this increase would make it to the point of unaffordable, plus it will cost more for very minimal usage (some months none) than my primary home per month. This is also a low income area and people won't be able to afford. We have already had neighbors tapping into our water. So you fix the water. Too bad no one will be there to utilize.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108709

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108710

Date: 2/22/2013

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

Complaint By: **First:** Brent **Last:** Correggia

Account Name: Brent Correggia

Home:

Street:

Work:

City: Mohave Valley

CBR:

State: AZ **Zip:** 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone: (623) 580-9600

Nature of Complaint:

***** 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 *****

Customer sent the following -

I am on a fixed income. This increase is outrageous!!
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 2/22/2013

Opinion No. 2013 - 108710

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108707

Date: 2/22/2013

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

First:

Last:

Complaint By: Kenneth

Stonecypher

Account Name: Kenneth Stonecypher

Home:

Street:

Work:

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone:

Nature of Complaint:

***** 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 *****

Customer sent the following -

The people of Willow Valley are hoping that in a time of economic collapse, when people are losing homes, having hard time finding employment and barely able to put gas in a car or food on the table. What is the justification for a 74.9% increase in our water? This comes even after an outrage almost two years ago when so many of W.V. residents were shocked when we received our bills to show a fee for the replacement of water meters. This is just not just another passing intent that is again outraging our commmunity and should not be allowed.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108707

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108706

Date: 2/22/2013

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

Complaint By: **First:** Thomas **Last:** Del Genio

Account Name: Thomas Del Genio **Home:**

Street: **Work:**

City: Mohave Valley **CBR:**

State: AZ **Zip:** 86440 **is:**

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Katherine Dombrowski **Contact Phone:**

Nature of Complaint:

***** 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 *****

Customer sent the following -

I have lived in Willow Valley since 1980. As of this date, I have never drank 1 glass of this water because of the crap that's in it. Iron, mud, calcium, etc. I have sprinklers around my house, to water my lawn, and every 2 yrs, I have to paint the bottom of my house because of the large amount of iron in the water (rust).

Before they installed these new electronic meters, 1 yr ago, I was able to check the amount of water I was charged with. Now I can't check it, because the meter reading goes to the company. They now claim I use 30,000 gallons a month for 2 people. My wife and I are 84 years old, on Social Security. We can't afford a 73.9 increase in the water bill.

PLEASE STOP THEM.

Thank you.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 2/26/2013

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108705

Date: 2/22/2013

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

Complaint By: **First:** John **Last:** Hogue

Account Name: John Hogue

Home: (

Street:

Work:

City: Mohave Valley

CBR:

State: AZ **Zip:** 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone:

Nature of Complaint:

***** 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 *****

Customer sent the following -

An increase of 74% after recently purchasing a company is a sign of a company wanting to increase profits in order to sell the company at a large profit. Check the salaries of all employees..recent raises? Check to see if they have excessive amount of employees needed to run the company. Check to see if recently purchased equipment, tools, autos, etc., those should be prorated out, not an increase to recoup those expenses overnight.

An increase of \$20.00 @ month x 1000 customers is \$20,000.00 a month or \$240,000.00 a year. They want me to believe that they have been losing this sum of money..come on, be real, this is an outright rip-off!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/26/2013

Opinion No. 2013 - 108705

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108704

Date: 2/22/2013

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

Complaint By: **First:** Mary **Last:** Miller

Account Name: Mary Miller

Home: (

Street:

Work:

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone: (928) 222-1111

Nature of Complaint:

***** 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 *****

Customer sent the following -

I am on a fixed income. This increase on the water is going to be a hardship for me. I am disabled and S.S.I. just goes so far. It's hard to meet monthly bills as they are.

Thank you,

Mary Miller

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 2/26/2013

Opinion No. 2013 - 108704

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2013 - 108703

Date: 2/22/2013

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

First:

Last:

Complaint By: John and Lisa

Meyer

Account Name: John and Lisa Meyer

Home: (

Street:

Work:

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone:

Nature of Complaint:

***** 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 *****

Customer sent the following -

We are opposed to the proposed rate increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Date Completed: 2/26/2013

Opinion No. 2013 - 108703
