

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



0000143295

UTILITY COMPLAINT FORM
RECEIVED

Investigator: Scott Friedson

Phone: 2013 MAR 11 P 12: 24

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109310

CORP COMMISSION
DOCKET CONTROL

Date: 3/11/2013

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

Arizona Corporation Commission
DOCKETED

First: Brian and Malena **Last:** Shaw

MAR 11 2013

Complaint By: Brian and Malena Shaw

Account Name: Brian and Malena Shaw

Home:

Street:

Work:

City: Maricopa

CBR:

State: AZ **Zip:** 85139

is: Home

DOCKETED BY

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

3/11/13

*****WATER/SEWER*****W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-20446A-12-0314, W-01732A-12-0315*****OPPOSED*****

We moved our family to the City of Maricopa in April 2011. We had to turn on our water for 3 days for HUD to check water. We were charged for a couple of thousand gallons of water for the 3 day turn on and off in a 72 hour window of time with absolutely no one in the home. It required us bringing in our Real Estate Broker/Agent to go to bat for us. They decreased the amount, but we still had to pay more than what was used.

We had a company come in and check our water in August of 2011. Our water ranked a 10 on hard water scale. I pay an average of \$99.00 each month for water and sewage. We have had to invest in a water softener system to keep from major hard water deposits on my sink/toilet. That is an additional \$137 a month. So just to have water our family can partake of without getting kidney stones is over \$236 a month. To increase our water rates would be very difficult for us to pay each month.

We went for 4 years without a pay increase at my work or with my wifes disability. How are we to pay increase rates on everything from food to gas and now water? I highly encourage finding another alternative to a rate increase, how about lessening their personal spending.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed in docket numbers W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-20446A-12-0314, W-01732A-12-0315. CLOSED.

End of Comments

109310

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 3/11/2013

Opinion No. 2013 - 109310
