

ORIGINAL

COMMISSIONERS  
BOB STUMP – Chairman  
GARY PIERCE  
BRENDA BURNS  
BOB BURNS  
SUSAN BITTER SMITH



ARIZONA CORPORATION COMMISSION

March 7, 2013

To: Docket Control

RE: Willow Valley Water Co., Inc. - Customer Comments  
Docket No. 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 8 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

Arizona Corporation Commission  
**DOCKETED**  
MAR 7 2013

DOCKETED BY *JM*

RECEIVED  
2013 MAR -1 P 2:10  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109129

Date: 3/6/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Danny

Cox

Account Name:

Danny Cox

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Mohave Valley

CBR:

State:

AZ Zip: 86440

is: Cellular

Utility Company:

Willow Valley Water Co., Inc.

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\* OPPOSED TO WILLOW VALLEY WATER CO. RATE INCREASE\*\*\*\*\*W-01732A-12-0315\*\*\*\*\*

I'm disabled & retired on a set income and oppose anything more than a 5% increase.

Thank you for your consideration.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109129

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109128

Date: 3/6/2013

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

Complaint By: First: Gordon Last: Crabtree

Account Name: Gordon Crabtree

Home:

Street:

Work: (000) 000-0000

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\* OPPOSED TO WILLOW VALLEY WATER CO. RATE INCREASE\*\*\*\*\*W-01732A-12-0315\*\*\*\*\*

Our water rates are already higher than any rates charged by the other water companies owned by Global.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109128

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109130 Date: 3/6/2013

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

Complaint By: First: James P. Last: Brick

Account Name: James P. Brick

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is: Cellular

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\* OPPOSED TO WILLOW VALLEY WATER CO. RATE INCREASE\*\*\*\*\*W-01732A-12-0315\*\*\*\*\*

This is an absolute crime 74% increase on water. This would not only be a hardship for fixed income residents but all residents! This would also impact landscape supply businesses as well as maintenance companies. They aren't making water for Christ's sake, they are only pumping it out of the ground and reclaiming it. I say NO!  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109130

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109131

Date: 3/6/2013

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

Complaint By: First: Cordell Last: McDonald

Account Name: Cordell McDonald Home: (000) 000-0000

Street: Work: (000) 000-0000

City: Mohave Valley CBR:

State: AZ Zip: 86440 is: Cellular

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

\*\*\*\*\* OPPOSED TO WILLOW VALLEY WATER CO. RATE INCREASE\*\*\*\*\*W-01732A-12-0315\*\*\*\*\*

I would like the Commission to take into consideration that the tier system structure setting usage above 1000 gal. per mo. goes into tier #2 at approx. double the cost per 1000 gal up to 4000 gal & continues to increase through the additional tiers. The problem is every full time user with 2 persons uses between 2500 and 3000 gal. per mo. (household only no irrigation) This inflates the actual basic rate due to usage of over 1600. Customer less than 50% are full time. The Water Co. last increase included this tier system which amounted to a very large increase. Therefor I do not believe their request for a 74.4 percent increase is warranted. Please vote NO for the increase .

Thank You.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109131

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**



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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109133

Date: 3/6/2013

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

Complaint By: First: Charles & Lynn Last: Smith

Account Name: Charles & Lynn Smith

Home:

Street:

Work: (000) 000-0000

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\* OPPOSED TO WILLOW VALLEY WATER CO. RATE INCREASE\*\*\*\*\*W-01732A-12-0315\*\*\*\*\*

We do NOT support the proposed water rate increase within our district. The percentage of increase is ludicrous. We, and many other residents of the area, are living on a fixed income. In general, Willow Valley is not an affluent area. Will residents have to choose between food or water? It's time for Global Water to go back to the drawing board and find a solution that doesn't present such a devastating impact to the residents of Willow Valley. Find a compromise... raise rates 25-30%, consolidate jobs within the water department, stop employees from using trucks or equipment for personal use, lay off unnecessary or unproductive employees, find more efficient ways of doing things (if a job only requires one person-don't send two people out on the job so that one can just stand and watch), don't hire new employees when someone retires (quits or is fired). We all need to cut-back and conserve. This applies to the water company as well as the residents!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109133

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 3/6/2013

Opinion No. 2013 - 109127

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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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109134

Date: 3/6/2013

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

Complaint By: First: Thomas Last: McGraham

Account Name: Thomas McGraham Home: (000) 000-0000

Street: Work: (000) 000-0000

City: Mohave Valley CBR:

State: AZ Zip: 86440 is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Contact Phone: / 000 0000

Nature of Complaint:

\*\*\*\*\* OPPOSED TO WILLOW VALLEY WATER CO. RATE INCREASE\*\*\*\*\*W-01732A-12-0315\*\*\*\*\*

2/28/13

Thomas McGraham  
600 Kingsley St.  
Willow Valley, AZ 86440

Dear ACC Commissioners,  
I'm protesting the 73.9 percent increase in monthly water rates being applied for by Global Water (aka Willow Valley Water Co.) because they already are high. Willow Valley Water was given approval by the ACC in 2009 (it went into effect in 2010) for a near 71-percent increase in monthly user rates. My water bill on average is in the \$80-per-month range. If I dare water my plants and lawn twice a week, the bill jumps as high as \$250-\$300 per month during the summer. I've stopped watering and my lawn is yellow.  
Now the water company is asking for an additional 73.9-percent increase, which if granted by your Commission, would result in an approximate, overall 143-percent hike. Sure, Global Water was forced to make improvements because the old Willow Valley Water Co. was incredibly inefficient. However, Global Water's executives knew very well what they were buying when they purchased Willow Valley Water a few years ago and that they would have to make an investment into the improvements. This, I would think, would justify their first rate increase but not any additional rate increase. I humbly request that you deny Global Water the exorbitant rate increase the company is requesting.

Kindest Regards,

Thomas McGraham  
\*End of Complaint\*

Utilities' Response:

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

OPINION NOTED AND FILED IN DOCKETS NO

W-01212A-12-309, SW-20445A-12-0310, W-03720A-12-311, W-02450A-12-0312, W-02451A-12-0313,  
W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

**Date Completed: 3/6/2013**

**Opinion No. 2013 - 109134**

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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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 109132

Date: 3/6/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

R. Sharon

McGraham

Account Name:

R. Sharon McGraham

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Mohave Valley

CBR:

State:

AZ Zip: 86440

is: Cellular

Utility Company.

Willow Valley Water Co., Inc.

Division:

Water

Contact Name:

Contact Phone

Nature of Complaint:

\*\*\*\*\* OPPOSED TO WILLOW VALLEY WATER CO. RATE INCREASE\*\*\*\*\*W-01732A-12-0315\*\*\*\*\*

Global water has demonstrated yet again that it has no concern for customer service or for customer safety. There are continual shut-downs of the system for "upgrades" without proper notification. The latest was during the week leading up to a three-day weekend for Martin Luther King, Jr. Day. The only notification was an 8 x 10 piece of paper with small type posted on a sawhorse on Kingsley Street.

It's interesting that they can't properly notify their customers that they are going to shut the water off, but they have been known to email and leave phone messages for customers who haven't paid their bill as soon as they receive them.

In addition to the discomfort and inconvenience of the disruption of service, our water pressure is half of what it used to be since that "upgrade."

When they first installed new meters about two years ago, the one in my yard was apparently faulty. After about a year, they installed another one and I received bills for months totalling between \$300 to \$700 because, they said, they had been "guestimating" our bill during that year and we must have had a leak.

They got an increase less than two years ago and now they want an even larger one! And the water is still not good. I know they have shareholders, but they need to work for, not against, the community they serve -many of their customers are retirees living on fixed incomes.

Shirin McGraham

Willow Valley, Ariz.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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OPINION NOTED AND FILED IN DOCKETS NO

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W-20446A-12-0314 & W-01732A-12-0315

\*End of Comments\*

Date Completed: 3/6/2013

Opinion No. 2013 - 109132

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