

ORIGINAL

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



0000143689

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2013 MAR 22 PM 1 49

March 22, 2013

To: Docket Control

RE: Global Water-Santa Cruz Water Company
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 ____ 12 ____ 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 22 2013

DOCKETED BY *JM*

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: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days

2013 MAR 22 PM 1 49

Opinion No. 2013 - 109665

Date: 3/21/2013

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

Complaint By: First: Deborah Last: Whitlock

Account Name: Deborah Whitlock Home: (480) 710-5980

Street: 41888 W Cheyenne Dr Work: (000) 000-0000

City: Maricopa CBR: 480-710-5980

State: AZ Zip: 85139 is: Home

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski Contact Phone: (623) 580-9600

Nature of Complaint:

OPPOSED 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 WATER - SEWER

We pay \$98.00 a month for our water/sewer service. When we rented in Chandler the water was included in our rent. If you increase our water /sewer rates, we will be not be able to pay any increase & will have to cut back on gas or groceries or some where else. Increasing my HOA fees will just make it harer for us budget wise. We are already using credit cards to get by on any increases in our budget. We may have to file for bankrupcy.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/21/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/21/2013

Opinion No. 2013 - 109665

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days 2013 MAR 22 PM 1 49

Opinion No.: 2013 - 109662

Date: 3/21/2013

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

Complaint By: First: Billy Last: Harris

Account Name: Billy Harris Home: (708) 418-8819

Street: 45956 W Ranch Rd Work: (000) 000-0000

City: Maricopa CBR: 708-418-8819

State: AZ Zip: 85139 is: Home

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski Contact Phone: (623) 580-9600

Nature of Complaint:

OPPOSED 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 WATER - SEWER

Just purchased this home in 2010, will be moving there permanently in 2014. Will not be able to afford the water bill on my retirement income. I'll be paying twice (my home and the HOA) Guess me & the wife will be looking at one of the newer developments coming up in Arizona to live in.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/21/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/21/2013

Opinion No.: 2013 - 109662

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days

DOCKET CONTROL
2013 MAR 22 PM 1 50

Opinion No. 2013 - 109679

Date: 3/22/2013

Complaint Description: 09A Rates/Tariffs - Interpretation of
N/A Not Applicable

Complaint By: First: Angelice Last: Schambron

Account Name: Angelice Schambron Home: (480) 202-1856

Street: 18843 N Madison Rd Work: (000) 000-0000

City: Maricopa CBR: 480-202-1856

State: AZ Zip: 85139 is: Home

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski Contact Phone: (623) 580-9600

Nature of Complaint:

OPPOSED 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 WATER - SEWER

The increase in the Global Water rates would severely hurt my family financially. I am the mother of two children, both in daycare, and am on a very tight monthly budget. I recently moved to Maricopa from the Valley, and in comparison, the water rates are already higher without the increase. By increasing the water rates, it will literally be taking food out of my children's mouths.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/21/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/22/2013

Opinion No. 2013 - 109679

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days

2013 MAR 22 PM 1 50

Opinion No. 2013 - 109680

Date: 3/22/2013

Complaint Description: 09A Rates/Tariffs - Interpretation of
N/A Not Applicable

Complaint By: First: Tamara

Last: Kremschroeder

Account Name:

Home: (520) 518-0159

Street: 21545 N Anne Lane

Work: (000) 000-0000

City: Maricopa

CBR: 520-518-0159

State: AZ Zip: 85139

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone: (623) 580-9600

Nature of Complaint:

OPPOSED 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 WATER - SEWER

My previous residence was on 1/3 arce with plush foilage surrounding the property & auto drip system to keep it green & beautiful. With my family of 4 and 4 dogs on tap of that my largest waterbill was \$69. The average water bill was \$40. When I lived in Phoenix 10 years ago, my water bill with my family of 3 people back then, was around \$30. With Global Water, my water bill is consistently over \$120; usually it is \$150 or so. Now they want more !?! I OBJECT !! Not Fair & certainly not reasonable.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/21/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed:

Opinion No. 2013 - 109680

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days

2013 MAR 22 PM 1 50

Opinion No. 2013 - 109681

Date: 3/22/2013

Complaint Description: 09A Rates/Tariffs - Interpretation of
N/A Not Applicable

Complaint By: First: Phil & Margaret Last: Buffington

Account Name: Phil & Margaret Buffington

Home: (000) 000-0000

Street: 38167 W Santa Clara Ave

Work: (000) 000-0000

City: Maricopa

CBR: 505-362-9285

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone: (623) 580-9600

Nature of Complaint:

OPPOSED 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 WATER - SEWER

We are on a fixed income & cannot afford this increase. It will also cause an increase in our HOA fee which we can not afford. Compared to other places we have lived the cost for water & sewer through Global Water is outrageous ! Had we known this before we bought here, we would have looked elsewhere to live.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/21/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed:

Opinion No. 2013 - 109681

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days

DOCKET COPY

2013 MAR 22 PM 1 50

Opinion No. 2013 - 109668

Date: 3/21/2013

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

Complaint By: First: Arne Last: Berg

Account Name: Arne Berg

Home: (701) 351-3305

Street: 20496 Wishing Well Lane

Work: (000) 000-0000

City: Maricopa

CBR: 701-351-3305

State: AZ Zip: 85139

is: Home

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone: (623) 580-9600

Nature of Complaint:

OPPOSED 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 WATER - SEWER

I am not convinced a rate increase is needed to cover costs. Poor communication with customers. Is this just for more profit?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/21/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/21/2013

Opinion No. 2013 - 109668

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2013 - 109671

Date: 3/21/2013

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

Complaint By: First: Evelyn J. Last: Nichols

Account Name: Evelyn J. Nichols Home: (510) 481-5350

Street: 18530 N. Smith Dr. Work: (000) 000-0000

City: Maricopa CBR: 510-481-5350

State: AZ Zip: 85139 is: Home

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski Contact Phone: (623) 580-9600

Nature of Complaint:

OPPOSED 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 WATER - SEWER

It is becoming increasingly impossible to pay this much for water (\$99.71 per mth) and now you want to increase it to \$137.40. Soon you will have more abandoned homes & Arizona will go back to being a desert !

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/21/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/21/2013

Opinion No. 2013 - 109671

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days 2013 MAR 22 PM 1 50

Opinion No. 2013 - 109672

Date: 3/21/2013

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

Complaint By: First: David Last: Banks

Account Name: David Banks Home: (425) 745-5357

Street: 19995 N Pelican Lane Work: (000) 000-0000

City: Maricopa CBR: 425-210-1954

State: AZ Zip: 85139 is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski Contact Phone: (623) 580-9600

Nature of Complaint:

OPPOSED 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 WATER - SEWER

Irate increase seems not to have much to do with reality. Don't raise rates again.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/21/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/21/2013

Opinion No. 2013 - 109672

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2013 - 109667

Date: 3/21/2013

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

Complaint By: First: Heather Last: Percelet

Account Name: Heather Percelet Home: (520) 568-9223

Street: 46159 W Amsterdam Rd Work: (000) 000-0000

City: Maricopa CBR: 520-371-2326

State: AZ Zip: 85139 is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski Contact Phone: (623) 580-9600

Nature of Complaint:

OPPOSED 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 WATER - SEWER

The rate hikes are substantial and we already pay more than other communities. We are winter visitors & we pay for 6 months of the year that we aren't here. We may have to consider relocating.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/21/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/21/2013

Opinion No. 2013 - 109667

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days

2013 MAR 22 PM 1 50

Opinion No. 2013 - 109657

Date: 3/21/2013

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

Complaint By: First: Charles & Kimberly Last: Delmage

Account Name: Charles & Kimberly Delmage

Home: (204) 728-6845

Street: 44087 W Venture Lane

Work: (000) 000-0000

City: Maricopa

CBR: 204-761-7123

State: AZ Zip: 85139

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone: (623) 580-9600

Nature of Complaint:

OPPOSED 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 WATER - SEWER

Where we reside in Canada, we pay \$30.00 per mth for both sewer & water. The cost of water & sewer is ridiculous & to expect homeowners to be able to afford another increase is unreal !!! Times are extremely tough for people and the last increase was too much! Not only do the rates increase but the HOA fees will also go up which makes living in Maricopa basically unappealing. I believe that many people will move and find places which are less when it comes to water & sewer.

We will probably have to quit watering plants as well.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/21/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/21/2013

Opinion No. 2013 - 109657

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days

2013 MAR 22 PM 1 50

Opinion No. 2013 - 109658

Date: 3/21/2013

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

Complaint By: First: Arnold Last: Nass

Account Name: Arnold Nass

Home: (218) 244-2303

Street: 65989 W Amsterdam

Work: (000) 000-0000

City: Maricopa

CBR: 218-244-2303

State: AZ Zip: 85139

is: Home

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone: (623) 580-9600

Nature of Complaint:

OPPOSED 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 WATER - SEWER

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/21/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 3/21/2013

Opinion No. 2013 - 109658

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days

2013 MAR 22 PM 1 49

Opinion No. 2013 - 109659

Date: 3/21/2013

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

Complaint By: **First:** William D **Last:** Nance Jr

Account Name: William D Nance Jr

Home: (520) 568-3149

Street: 18414 N Smith Dr

Work: (000) 000-0000

City: Maricopa

CBR: 520-568-3149

State: AZ **Zip:** 85139

is: Home

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone: (623) 580-9600

Nature of Complaint:

OPPOSED 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 WATER - SEWER

Just one more nail in my coffin !!

I hope you folks on the Commission truly represent the people's interests.

William D Nance Jr. Age 69
Income is from Social Security
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/21/13 Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 3/21/2013

Opinion No. 2013 - 109659