

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



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**RECEIVED**  
**ARIZONA CORPORATION COMMISSION**

2013 MAR 25 P 2:05

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

March 25, 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 7 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 25 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

Opinion No. 2013 - 109701 Date: 3/25/2013

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

Complaint By: First: Chad Last: Binder

Account Name: Chad Binder Home: (000) 000-0000

Street: 44808 W Juniper Ave Work: (000) 000-0000

City: Maricopa CBR: 623-252-0348

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

I recently purchased my home in Maricopa. Compared to water bills in Phoenix, I am now paying at least TWICE as much to Global Water. The annual bill at this rate will be over \$1100 ! There appears to be a "minimum" @ \$90/mo we are charged, regardless of conservation efforts. Neither when starting service, nor on the monthly bill, is this explained or disclosed by Global Water. If we use less than 1000 gal, but are charged for it, what's the conservation incentive? And this is before an increase in I to A fees too. The ACC should absolutely hold a hearing in Maricopa to hear from as many residents as possible.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

3/25/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 3/25/2013

Opinion No. 2013 - 109701

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

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**Investigator:** Tom Davis

**Phone:** (602) 364-1066

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

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**Opinion No.** 2013 - 109704

**Date:** 3/25/2013

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

**Complaint By:** **James & Jo Beth Reynolds**

**Account Name:** James & Jo Beth Reynolds

**Home:** (000) 000-0000

**Street:** 45120 W Paraiso Ln.

**Work:** (000) 000-0000

**City:** Maricopa

**CBR:** 712-789-9897

**State:** AZ Zip: 85139

**is:** Cellular

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**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 snowbirds that are only here 3 1/2 months a year. Our bills are about the same year round so our usage is not much. There is no break to put our service on hold or vacation. We feel that Maricopa is just coming back a bit from the recession and now by raising rates, people are talking of moving out again. The info I have been reading is how you are recycling so why not cut rates instead of raise them. Our main home in Iowa the rates are adjusted more by usage than the base so the single retired person can have more affordable rates. Not only will the rates go up but our HOA will go up also so we will probably be looking at different housing when the monthly increases will be out of our control. When the houses are vacant that does you no good or the HOA so please consider this increase as a negative for the city of Maricopa. Thank you for your time.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/25/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed:** 3/25/2013

**Opinion No.** 2013 - 109704

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2013 - 109702

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**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 - 109705

**Date:** 3/25/2013

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

**Complaint By:** **First:** Kathy J **Last:** Peters

**Account Name:** **Home:** (602) 345-6753

**Street:** 79740 Bermuda Dunes Dr **Work:** (000) 000-0000

**City:** unknown **CBR:**

**State:** CA **Zip:** unknown **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

It is my understanding that Global Water is AGAIN wanting to increase their rates. I also understand that the rate increase is solely to increase the their rate of return. The monthly charge is already at \$100.

The home I own in AZ located at 36782 W. Mondragone Lane, Maricopa the water bill was \$182.00 last month and the previous month \$130. No pool, postage size grass in front and back.

My home in Bermuda Dunes, CA is on approximately 1/4 acre on a corner lot. We have grass on fully 1/2 of the property, all grass in front, grass in back and a pool. My average bill during the SUMMER is \$60 per month all of which I can provide you with a copy of the bills.

Global Water should perhaps hire someone who knows how to run a business and increase our outrageous rates for their own PROFIT.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/25/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed:** 3/25/2013

**Opinion No.** 2013 - 109705

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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

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**Investigator:** Tom Davis

**Phone:** (602) 364-1066

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

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**Opinion No. 2013 - 109707**

**Date:** 3/25/2013

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

**Complaint By:** **First:** Phillip **Last:** Johannes

**Account Name:** Phillip Johannes **Home:** (520) 568-7010

**Street:** 45638 W Barbara Ln **Work:** (000) 000-0000

**City:** Maricopa **CBR:** 509-220-7230

**State:** AZ **Zip:** 85139 **is:** Cellular

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**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 opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and GlobalWater did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my totalbill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Teli them to stop hurting the;customers with outrageous rate increases.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/25/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed:** 3/25/2013

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2013 - 109707

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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community and assist in the continued growth of the area.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/25/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed: 3/25/2013**

**Opinion No. 2013 - 109710**

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# 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 - 109700

**Date:** 3/25/2013

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

**Complaint By:** **First:** Harriet K **Last:** Younts

**Account Name:** Harriet K Younts

**Home:** (000) 000-0000

**Street:** 20330 N Harmony Pass

**Work:** (000) 000-0000

**City:** Maricopa

**CBR:**

**State:** AZ **Zip:** 85139

**is:**

**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'm concerned about the increased rates - too much, too fast. I believe it will be a drag on Maricopa growth & development - both residential & commercial ! Our electric bill has not increased since We've been in Maricopa, but our water bill has doubled. A community must be "attractive" for development & high utility costs cause potential business & customers to buy or relocate elsewhere where costa are lower - RESULTING IN FEWER CUSTOMERS in the future !

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/25/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed:** 3/25/2013

**Opinion No.** 2013 - 109700