

ORIGINAL

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



Executive Director

ARIZONA CORPORATION COMMISSION

March 28, 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

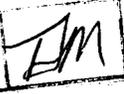
Please docket the attached \_\_\_\_11\_\_\_\_ customer comments OPPOSING the above filed rate case.

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

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission  
**DOCKETED**

MAR 28 2013

DOCKETED BY 

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2013 MAR 28 P 2:16

RECEIVED

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

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Investigator: Tom Davis

Priority: Respond Within Five Days

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Opinion No. 2013 - 109794

Date: 3/28/2013

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

Complaint By: First: Mary Last: Gocke

Account Name: Mary Gocke

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

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

This is the most costly waterco. I have ever live with in AZ. My friend and I compare, she has larger yard and pool which I do not also her sewer and trash is included also her bill 1 mo 79.00 my bill no pool smaller yard only 1 person 96.00 mo. No trash or sewer included out of hand need to lower if anything.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

3/28/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 3/28/2013

Opinion No. 2013 - 109794

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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

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Investigator: Tom Davis

Priority: Respond Within Five Days

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Opinion No. 2013 - 109788

Date: 3/28/2013

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

Complaint By: First: Steven J & Margaret Last: Ashley

Account Name:

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

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 opposed to the proposed rate hike for our water. With the large sewer charge, our rates are already extremely high.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 3/28/2013

Opinion No. 2013 - 109788

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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

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Investigator: Tom Davis

Priority: Respond Within Five Days

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Opinion No. 2013 - 109790

Date: 3/28/2013

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

Complaint By: First: Norman Last: Kydd

Account Name:

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

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

An increase in the water and sewer rates would cause a hardship for me. I had a stroke and am unable to work, I can't collect SSDI because I was told it was temporary. It's going on close to a year now. Only income is from my 401k and 13k a year my wife makes part time. I'm 60 yrs old and can't collect social security until 62. My water consumption is less than \$10 a month and I am given a rebate for low water usage, despite this my bill is close to \$100 every month.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 3/28/2013

Opinion No. 2013 - 109790

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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

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Investigator: Tom Davis

Priority: Respond Within Five Days

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Opinion No. 2013 - 109791

Date: 3/28/2013

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

Complaint By: First: Steven & Barbara Last: Fritel

Account Name: Steven & Barbara Fritel

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

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:

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 3/28/2013

Opinion No. 2013 - 109791

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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

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Investigator: Tom Davis

Priority: Respond Within Five Days

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Opinion No. 2013 - 109792 Date: 3/28/2013

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

Complaint By: First: Daniel Last: Hatch

Account Name:

Street: Work: (000) 000-0000

City: Thatcher CBR:

State: AZ Zip: 85552 is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: )

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

When will it stop! I oppose any rate increases. Seems like if there is a sucker, it is the consumer. The consumer always gets the shaft. Companies just pass on the cost to the one who pays the bills. It's the one who struggles to make ends meet everyday.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 3/28/2013

Opinion No. 2013 - 109792

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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

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Investigator: Tom Davis

Priority: Respond Within Five Days

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Opinion No. 2013 - 109779 Date: 3/27/2013

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

Complaint By: First: John Last: Swoboda

Account Name: John Swoboda

Street: Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138 is: Cellular

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: C \_\_\_\_\_

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 other residency in Nebraska we pay \$85 a month with a sprinkler system & pool. In Maricopa we pay more (\$96.00) per month, and we only use the home 6 weeks out of the year. The Nebraska home is also based on a yearly usage estimated to be paid per month.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

3/27/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 3/27/2013

Opinion No. 2013 - 109779

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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

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Investigator: Tom Davis

Priority: Respond Within Five Days

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Opinion No. 2013 - 109785 Date: 3/27/2013

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

Complaint By: First: Neil & Elizabeth Last: Wiles

Account Name: Neil & Elizabeth Wiles

Street: Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138 is: Cellular

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Cor.

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

Our family lives on a fixed income, we will suffer signifigant desparage due to this rate increase. We recently relocated here & are paying twice what we paid for water in Scottsdale. The billing by tier is rediculous as well. We have told 12 friends & family not to move here. We plan to sell our home after two years to avoid tax penalties. Congratulation on driving residents away from the city of Maricopa.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

3/27/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 3/27/2013

Opinion No. 2013 - 109785

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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: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109778

Date: 3/27/2013

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

Complaint By: First: Mary J Last: Kottel

Account Name:

Street:

Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

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

Our household is comprized of two retirees. We have rock/desert landscape. Our Global bills are now at least \$100/mo. It appears that greed once again prevails as Global wants a better return - more money for investors. Please deny their rate increase request. Not only would it mean higher water costa but HOA would also increase & it is too much of a burden.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

3/27/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 3/27/2013

Opinion No. 2013 - 109778

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

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Investigator: Tom Davis

Priority: Respond Within Five Days

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Opinion No. 2013 - 109780 Date: 3/27/2013

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

Complaint By: First: Ralph Last: DeCristoforo

Account Name:

Street: Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138 is: Cellular

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

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 wife & I live on a fixed income. An increase, such as proposed will put a strain in our budget. This would not only greatly increase our water bill, but also increase our HOA dues. Our current sewer/water bill is already 35% higher than when we lived previously, and we had a 1/4 acre lot with grass that required much watering; here, my lot is covered with rocks, no grass, and 5 bushes that require minimal watering. If such an increase in my sewer/water rate is allowed, the probable outcome would be for my wife and I too offset that with reduced food or healthcare.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

3/27/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 3/27/2013

Opinion No. 2013 - 109780

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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

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Investigator: Tom Davis

Priority: Respond Within Five Days

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Opinion No. 2013 - 109783 Date: 3/27/2013

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

Complaint By: First: Matthew & Tonya Last: Lucas

Account Name:

Street: Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138 is: Cellular

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: C

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

This rate increase is a huge burden on my family and community.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

3/27/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 3/27/2013

Opinion No. 2013 - 109783

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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

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Investigator: Tom Davis

Priority: Respond Within Five Days

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Opinion No. 2013 - 109787 Date: 3/28/2013

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

Complaint By: First: Jim & Joanne Last: Rumpler

Account Name: Jim & Joanne Rumpler

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

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 see no reason to increase rates. Global Water has been overcharging for years.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 3/28/2013

Opinion No. 2013 - 109787

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