

**ORIGINAL**



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



Executive Director

**ARIZONA CORPORATION COMMISSION**

April 10, 2013

To: Docket Control

RE: Global Water-Santa Cruz Water and Global Water-Palo Verde Utilities Company -  
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   2   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

RECEIVED  
2013 APR 12 A 9:13  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Arizona Corporation Commission  
**DOCKETED**

APR 12 2013

DOCKETED BY   nr

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:** Jenny Gomez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2013 - 110079

**Date:** 4/10/2013

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

**Complaint By:** **Richard & Agnieszka Urasaki**

**Account Name:** Richard & Agnieszka Urasaki

**Street:**

**City:** Maricopa

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

**Home:**

**Work:**

**CBR:**

**is:** Cellular

**Utility Company:** Global Water-Santa Cruz Water Company

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

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  
OPPOSE

We are very opposed to granting an increase rate to Global Water. We are not happy about the potential increase in rates when our economy is still in a recession. The rate will not only increase our monthly bills, but will also lead to an increase in HOA fees, which hurts family households even more.

Our water/sewer bills are too high as it stands and is considerably higher than the next utility bill (electric, gas). The minimum basic charges for even no use are a complete joke. If there was any choice to seek another company, we would of a long time ago. This is just the icing on the cake of how incredibly careless Global water really is. Global water knows they can do as they please, since there is no choice to go with any other company and in turn, treat there clients as they wish. If rates go up, homeowners will be forced to once again sell and lose there homes once again. Arizona is still recovering and to begin rate increases now will only damage the efforts to rebuilding the area. We are still in a recession and wages haven't gone up. People continue to try and get out of unemployment and barely get by month to month.

Inconclusion, DO NOT INCREASE RATES!! Think about the affect this will have on our  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Noted and filed for the record in Docket Control.  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 4/10/2013

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 110082

Date: 4/10/2013

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

First:

Last:

Complaint By: Oliver

Jorgenson

Account Name: Oliver Jorgenson

Home:

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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  
OPPOSE

I do not agree with proposed increase sewer charge \$62.91 to \$78.82 & water basic from \$27.68 to \$34.00. My water consumption ranges from \$5.00 to \$12.00 a month. I should be billed accordingly to my proper sewage & water basic for the size of my house. Many homes are larger so why pay same sewage & water basic.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.  
\*End of Comments\*

Date Completed: 4/10/2013

Opinion No. 2013 - 110082