

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

ORIGINAL
ARIZONA CORPORATION COMI
UTILITY COMPLAINT FORM



Investigator: Tom Davis

2013 APR 23 P 2: 05

Priority: Respond Within Five Days

Opinion No. 2013 - 110335

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Date: 4/23/2013

ARIZONA CORPORATION COMMISSION

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

APR 23 2013

DOCKETED BY [Signature]

Complaint By: First: Last:
Dean and Wendy Cuthbertson

Account Name: Dean and Wendy Cuthbertson Home: (000) 000-0000

Street: unknown Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138 is: E-Mail

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

To Whom It May Concern:

We have been informed that Global Water is proposing to raise our home sewer service charge starting in late 2013 and also its usage & reclaimed water. We are writing to you with our request to not approve their proposals.

In February of this year we contacted Global Water requesting service be turned on to our home and have been frustrated with their charges since then. We feel like we are being ripped off.

Just to get service turned on it costs \$165 deposit, refundable when service is turned off. My experience with other utilities require a deposit only if a persons credit is bad. With Global Water, those whose credit is good is still required to pay the full deposit. A repeat customer with Global Water with a good payment history is also required to pay the full deposit. The deposit has to be paid up front before moving onto the next level of their fees.

Then, they proceed to inform you of a \$35 charge for establishing an account for water and another \$35 charge for establishing an account for sewer. Both are Non refundable. These charges are included in the first months bill.

Then, you are charged for what is called a "water basic" and also a "waste water basic" charge. These "basic" charges are monthly and are more or less considered a service charge. Currently, we are paying \$27.68 for water basic and 62.91 for wastewater basic.

Finally, we reach paying for actual water consumption and taxes, which of course depends upon a families consumption.

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So a family moving into their new home, not only has First & Last months rent, plus a deposit on the home, they will have to pay an additional \$325.59 (not including actual water consumption) just to have water and sewer for the first month. Thereafter, they are looking at a cost of over \$100 per month for water & sewer. Families are held hostage by a basic need.

It doesn't end there. Additionally, the family is now going to be required to pay higher HOA fees because Global Water has not only increased the individual homeowners overall costs, they have increased the HOA's overall costs, which translates into higher HOA fees.

Based upon our experience with Global Water, a company that provides such a life providing resource, we are left with the impression that they should be evaluated for their business ethics.

Thank you for your consideration in this matter and voting against their proposal for higher rates.

Respectfully,
Dean and Wendy Cuthbertson
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/23/13 Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 4/23/2013

Opinion No. 2013 - 110335
