

**ORIGINAL**

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



**ARIZONA CORPORATION COMMISSION**



0000144595

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2013 APR 30 AM 8 41

April 29, 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 9 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**

APR 30 2013

DOCKETED BY *LM*

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 - 110428 Date: 4/29/2013

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

Complaint By: First: Jack Last: Fraser

Account Name: Jack Fraser

Street: Work: (000) 000-0000

City: Maricopa CBR:

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

This increase would impose undo financial hardship on my budget & the budget of our HOA. Please deny the request of Global Water to include the ICFA's in the rate base.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/29/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 4/29/2013

Opinion No. 2013 - 110428

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
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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 - 110422      Date: 4/29/2013

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

Complaint By:      First: Francisco      Last: Camacho

Account Name: Francisco Camacho

Street:      Work: (000) 000-0000

City: Maricopa

State: AZ      Zip: 85139      is: Home

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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 \*\*\*

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 Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$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. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/29/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 4/29/2013

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2013 - 110422

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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 - 110421      Date: 4/29/2013

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

Complaint By:      First: Larry & Barb      Last: Patterson

Account Name: Larry & Barb Patterson

Street:      Work: (000) 000-0000

City: Maricopa

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

Larry and I live on a set income very low, we conserv our water, all desert catus & desert plants god water's then!  
They do good, any higher water & wastewater now would make a hardship on both of us.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/29/13 Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 4/29/2013

Opinion No. 2013 - 110421

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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 - 110426      Date: 4/29/2013

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

Complaint By:      First:      Last:  
Vernon & Terry      Barlow

Account Name: Vernon & Terry Barlow

Street:      Work: (000) 000-0000

City: Maricopa

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

The rate increase by Global Water will create a financial burden on us & the HOA budget. Please deny Global Water's request to include the ICFA's in the rate base.

We request the ACC hold a hearing in the City of Maricopa.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/29/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 4/29/2013

Opinion No. 2013 - 110426

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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 - 110424 Date: 4/29/2013

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

Complaint By: First: G Last: Burke

Account Name: G Burke Home: (000) 000-0000

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85139 is: Home

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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 \*\*\*

Fees are way to high now !!!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/29/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 4/29/2013

Opinion No. 2013 - 110424

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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 - 110432 Date: 4/29/2013

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

Complaint By: First: Larry Last: Crane

Account Name: Debra Jacobs

Street: Work: (000) 000-0000

City: Maricopa

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

Having recently moved here from Iowa I do believe that the present rates are extreme at the present levels. Any increase in rates would not only be a hardship on us retirees on a fixed income but also on the HOA.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/29/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 4/29/2013

Opinion No. 2013 - 110432

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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

Priority: Respond Within Five Days

Opinion      No. 2013 - 110431      Date: 4/29/2013

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

Complaint By:      First: Debra      Last: Jacobs

Account Name: Debra Jacobs

Street:      Work: (000) 000-0000

City: Maricopa      CBR:

State: AZ      Zip: 85139      is: Other

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 \*\*\*

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 Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$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. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/29/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 4/29/2013

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2013 - 110431

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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

Priority: Respond Within Five Days

Opinion      No. 2013 - 110430      Date: 4/29/2013

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

Complaint By:      First: Wayne      Last: Fenske

Account Name: Wayne Fenske

Street:      Work: (000) 000-0000

City: Maricopa      CBR:

State: AZ      Zip: 85139      is: Other

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 \*\*\*

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 Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$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. Tell them to stop hurting their customers with outrageous rate increases.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

4/29/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 4/29/2013

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2013 - 110430

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