

ORIGINAL



W-01212A-12-0309
SW-20445A-12-0310

Teresa Tenbrink

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Thursday, May 02, 2013 11:03 AM
To: 'Jo Cole'
Subject: RE:

W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

Dear Mr. & Mrs. Cole,

Thank you for bringing your concerns about Global Water to Commissioner Bitter Smith's attention. I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. Your letter regarding the Global Water rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Global Water application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff are very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. Again, thank you for being a part of this very important process.

Teresa Tenbrink
Executive Aide to Commissioner Susan Bitter Smith
Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-3625

Arizona Corporation Commission
DOCKETED
MAY - 2 2013
DOCKETED BY *JM*
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2013 MAY - 2 P 3:42

RECEIVED

From: Jo Cole [<mailto:jcole@suddenlink.net>]
Sent: Tuesday, April 30, 2013 12:30 PM
To: Pierce-Web
Subject:

RE: Applications of Valencia Water Company - Town Division, Global Water - Palo Verde Utilities Company, Water Utility of Northern Scottsdale, Water Utility of Greater Tonapah, Valencia Water Company - Greater Buckeye Division, Global Water - Santa Cruz Water Company, and Willow Valley Water Company (Docket Nos. W-0212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314 and W-01732A-12-0315)

We received notice that Global Water, or in our area Willow Valley Water Co. has requested another rate increase. I don't know how in good conscience they could request another increase after the last just a couple of years ago almost devastated everyone.

In our neighborhood we have several senior citizens who depend only on Social Security, single mothers who are barely making ends meet and widows all of whom will be greatly impacted by this increase in water charges.

The electric company encouraged everyone to plant trees to help with cooling the house, so we did. Now it is almost impossible to afford to water them.

Our house is old and has a very old forced air heating and cooling unit so we use a water cooler in the summer. It uses quite a bit of water. That will hurt us if rates on water increase.

For all of 2010 our water bill was \$217.72. For 2012 it was \$764.20. There was no increase in Social Security for two years and only a small one this year.

Groceries have increased greatly and our insurance premiums have gone up also.

Please consider how difficult it is for some people to live and deny any rate increase. Thank you for your consideration.

Orville and Jo Cole
8693 Juniper St.
Mohave Valley, AZ 86440
928 768-2482 email: jcole@npgcable.com