

ORIGINAL

COMMISSIONERS
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RECEIVED

ARIZONA CORPORATION COMMISSION

2013 MAY 10 A 9:03

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

May 9, 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

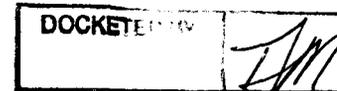
Please docket the attached 5 customer comments OPPOSING the above filed rate case.

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

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

MAY 10 2013



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 - 110578 Date: 5/9/2013

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

Complaint By: First: Last:
Greg & Lien Wood

Account Name: Greg & Lien Wood

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is:

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 basic rate for us is over \$90 during months where no water is used by us. In most areas in and around Phoenix the average cost is below \$50 including the water charge for a 2000 sq ft home (except Goodyear where the cost is \$80). It is not reasonable to have a \$93 charge, never mind requesting an increase. It is already a financial burden; it will become more so if rates are allowed to increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/9/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 5/9/2013

Opinion No. 2013 - 110578

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
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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 - 110580 Date: 5/9/2013

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

Complaint By: First: Donna Last: Wollam

Account Name: Donna Wollam

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is:

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

As a homeowner and year round resident of Maricopa, a rate hike would be disastrous to me and my budget. I rely on very limited Social Security and I haven't heard I'll be getting a raise so I can cover continually rising expenses, so please. NO RATE INCREASE !!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/9/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed:

Opinion No. 2013 - 110580

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 - 110575 **Date: 5/9/2013**

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

Complaint By: **Wade & Jennifer Brannon**

Account Name: Wade & Jennifer Brannon

Street: **Work:** (000) 000-0000

City: Maricopa **CBR:**

State: AZ **Zip:** 85138 **is:**

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [Redacted]

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 cost of utilities in our community is already unreasonably high and it is already difficult for families to afford to live in Maricopa for that reason alone. This would place an unbearable strain on our finances possibly forcing a move to another city. We also feel it is unwarranted because of Global Waters plans to use monies to purchase distressed water companies.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/9/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 5/9/2013

Opinion No. 2013 - 110575

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 - 110579 Date: 5/9/2013

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

Complaint By: First: Michael & Karen Last: Redlin

Account Name: Michael & Karen Redlin

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is:

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 City of Maricopa consists of many residents who are on fixed incomes & raising the water rates will only deter many people to reside elsewhere. If the rates are increased it will force many people to leave Maricopa.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/9/13 Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 5/9/2013

Opinion No. 2013 - 110579

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 - 110573 Date: 5/9/2013

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

Complaint By: First: Last:
PETITION PETITION

Account Name: PETITION PETITION Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is:

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

PETITION INCLUDES 2 LETTERS SENT BY CONSUMERS IN OPPOSITION TO GLOBAL RATE INCREASE.

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.

Submitted by:

1. Hafford Cook
2. Andrew J. Kennedy

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

5/9/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 5/9/2013

Opinion No. 2013 - 110573
