

ORIGINAL

COMMISSIONERS
BOB STUMP - Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



0000145299

ARIZONA CORPORATION COMMISSION

June 3, 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 4 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

JUN 04 2013

SECRETED BY	<i>JM</i>
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COMMISSION
CONTROL

JUN -4 A 8:45

REIVED

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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 110921

Date: 6/3/2013

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

Complaint By: First: Alpesh Last: Mahaan

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

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

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:

*****OPPOSED TO RATE INCREASE*****

From: Alpesh Mahaant [mailto:
Sent: Saturday, June 01, 2013 11:45 PM
To: Utilities Div - Mailbox
Subject: Concern about rate changing of Global Water City of Maricopa

The commission requests that letters concerning this particular rate case include the docket number: W-01212A-

Hello I am also resident of City of Maricopa. I am living at Alterra Sub division. It's ridicules that they are increase rate it's effect to everyone's budget. I am not support this rate increase.

Alpesh Mahant CHO
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket Nos. 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
End of Comments

Date Completed: 6/3/2013

Opinion No. 2013 - 110921

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

W-01212A-12-0309
SW-20445A-12-0310
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W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 110924

Date: 6/3/2013

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

First:

Last:

Complaint By: John T.

Beatty

Account Name:

Home: (000) 000-0000

Street:

Work: (000) 000-0000

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:

*****OPPOSED TO RATE INCREASE*****

From: JOHN T BEATTY [mailto:
Sent: Friday, May 31, 2013 7:31 PM
To: Utilities Div - Mailbox
Subject: Global Water Rate Increase-Docket Number W-01212A-12-0309

I appreciate all that was said at the meeting on Thursday in Maricopa, especially the comment about 2008 being the "control" year. The economy had not yet tanked in 2008. However in 2010, 2011, and 2012 the economy was way, way, way below sea-level. However, we were still paying exorbitant water rates. It seems that everyone took a hit except Global Water who has been flying high and living large.

The most important question is:

WHY DO THEY GET A GUARANTEED RETURN ON INVESTMENT OF 9% WHEN THE REST OF THE COUNTRY IS GETTING LESS THAN 1%?????

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket Nos. 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

End of Comments

Date Completed: 6/3/2013

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2013 - 110924

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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 110922

Date: 6/3/2013

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

Complaint By: First: Kendall Last: King

Account Name: Home: (000) 000-0000

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

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:

*****OPPOSED TO RATE INCREASE*****

From: KC King [mailto:
Sent: Friday, May 31, 2013 5:30 PM
To: Utilities Div - Mailbox
Subject: W-01212A-12-0309 Global Water Rate Increase... Again

To whom it may concern,

I would like to voice my displeasure about the proposed rate increase for the city of Maricopa, Arizona by Global Water. Our water/sewer rates are already extremely high and way above what the residents of nearby cities are paying (Chandler, Casa Grande, Tempe, Phoenix, etc). Global Water has, in recent years, asked for and received a significant rate increase that made our rates astronomically high. We were told at the time the rate increase was because they needed to pay for "infrastructure". Well, that rate increase was approved and, a few short years later, we are hearing the same claim about infrastructure. How can we trust that 2 years from now Global Water will not ask for another rate increase? For infrastructure or anything else? This company has asked it's customers to finance it's poor financial decisions about not placing the proper infrastructure in and around the city of Maricopa. We have all suffered financially because of this poor planning. I would encourage the Commission to examine the financial dealings of Global Water and see if, over the last 10-15 years, this company has invested in the proper infrastructure for Maricopa and other cities for which it is requesting a rate increase? Or have they invested in other opportunities that do nothing to help keep the rates/prices affordable for their current customers? As a current employee of an electric utility company in the Valley, I understand more than most, how rates affect the profitability of a utility company. I also, however, understand, more than most, that utility companies must fiscally tighten their belts to make sure they keep their product affordable for their customers. Global Water customers have suffered with these ridiculously high water/sewer bills for many years now. I think it's time for Global Water to take on some of that burden that they are again asking their customers to carry.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

In recent years, my family has had to make hard decisions about the necessities in life. My wife's company lost it's contract and she was laid off. There have been many things we've had to do without. One of the choices we had to make was to choose between water service and phone service. My wife has a heart condition and I have a special needs son, so not having phone service in my home is a big deal. I ask you to deny this requested rate increase. Approving it would cause my family, and I'm sure many others, to have to make other more serious choices about what kinds of services they can or can't afford in their home.

As residents of Maricopa, we have no choice of who provides water to our homes. If there were other companies to choose from, the market would dictate the rates we pay. The only choice we have with Global Water is to pay their outrageous rates or suffer without water in our homes. Please stop Global Water from further increasing what we must pay, and from making our rates even more out balance from what our neighboring cities are asked to pay.

Thank you for your thoughtful consideration,

Kendall King
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket Nos. 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
End of Comments

Date Completed: 6/3/2013

Opinion No. 2013 - 110922

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: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 110933

Date: 6/3/2013

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

Complaint By: First: RoseMarie Last: Bouier

Account Name: RoseMarie Bouier Home: (000) 000-0000

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: Contact Phone:

Nature of Complaint:

From: RosaMarie Bouier [mailto:
Sent: Monday, June 03, 2013 9:28 AM
To: Utilities Div - Mailbox
Subject: water bill increase

I am sending this email because I was not able to attend the meeting held for the Global Water increase. I am in total disagreement with any increase for global water. The water bill is much to high as is. I am on a fixed income and had I known that the utilities here where going to be outrageous, I would have considered buying else where. You pay for water whether you are using any or not. When I am out of town for periods of time, I still have to pay. I checked with global water and was told we could not shut the water off while we were gone. The rates are already high enough and if you continue to raise the rates you will find that no one will want to buy homes in this town. I know there will be increases in bills, however global water is already being paid enough.

Thank you for allowing me to provide feedback.

docket number is W-01212a-12-0309
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket Nos. 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
End of Comments

Date Completed: 6/3/2013

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Opinion No. 2013 - 110933
