

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
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RECEIVED
UTILITY COMPLAINT FORM



Investigator: Jenny Gomez

Phone:

2013 JUN -5 A 9:46

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2013 - 110954

Date: 6/4/2013

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

Arizona Corporation Commission

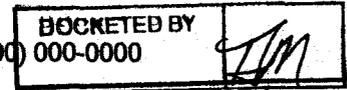
DOCKETED

JUN 05 2013

Complaint By: **First:** Jack **Last:** Jackson

Account Name: Jack Jackson

Home: (000) 000-0000



Street: n/a

Work:

City: n/a

CBF

State: AZ **Zip:** n/a

is: E-Mail

Utility Company: Global Water-Palo Verde Utilities Company

Division: Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

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 **
OPPOSE

From: Jack Jackson [mailto:]
Sent: Thursday, May 30, 2013 1:02 PM
To: Utilities Div - Mailbox
Subject: SW-20445A-12-0310 W-20446A-12-0314

We are strongly opposed to the rate increase that Global Water is currently requesting. The rate increase of more than 20% plus the increase in effluent water rates of over 75% will be almost impossible for most of us to absorb. I understand the need to cover expense and realize a reasonable profit but this request is totally unreasonable. It will also greatly discourage future growth of Maricopa, both from a residential and a business perspective. If Global Water wants increased revenue, they should do everything possible to encourage growth in the city of Maricopa so they will have more customers. The present request will have the exact opposite effect.

In addition, the customer service at Global Water is very poor. Last month, after paying our bill well before the due date, we received a total of two letters and one phone call threatening to shut off our water service on May 13. After one phone call, faxing a copy of our cancelled check, and two visits to the local office in Maricopa, I was assured by the receptionist at the local Maricopa office that it was a mistake and we would not be disconnected. We were not disconnected but have never been contacted in any way by Global Water to explain or apologize for their mistake. I really don't appreciate taking my time to respond to letters and phone calls threatening disconnection of service when the bill had been paid in full. Two close friends had the exact same experience last month. One of them went with me to the local office and can collaborate my story.

The above incident was the second billing problem we have had with Global Water. In the earlier one, their employee transposed two numbers when my wife paid by phone. When that person read the numbers back to her for confirmation, she corrected him. However, he submitted it incorrectly. When the check was not honored

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

by our bank because of the transposed numbers, Global charged us TWO returned check charges, one for water and one for sewer! When we went to local office, we were told "It has to be your mistake because our employees are trained not to make mistakes."

In conclusion, I urge you to deny the current request for a rate increase because of the unacceptable burden it will have on their current customers and the chilling effect it will have on future growth and development of Manicopa. Please also convey to Global Water that their accounting practices and customer service are absolutely the worst that I have ever experienced from any company or government agency in my lifetime.

Jack & Margaret Jackson

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 6/4/2013

Opinion No. 2013 - 110954
