

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**  
**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**



0000145463

Investigator:

2013 JUN 11 A 8 51

Fax:

**Priority: Respond Within Five Days**

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Opinion No. 2013 - 110830

Date: 5/28/2013

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

Complaint By: First: Scott Last: Olney

Account Name: Scott Olney

Home: (000) 000-0000

Street:

Work:

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:

RATES OPPOSED DOCKET NO. W-20446A-12-0314

Arizona Corporation Commission  
**DOCKETED**

JUN 11 2013

From: Scott Olney [mailto:  
Sent: Thursday, May 09, 2013 8:37 PM  
To: Utilities Div - Mailbox; Itk  
Subject: Global Water in Maricopa - no more rate increases!

DOCKETED BY

To the AZCC team,

My wife and I are residents of Maricopa since 2009.

We have seen Global water raise the rates a few times and are very disappointed in the previous staff of the AZ Corporation Commission for not backing the residents of the Maricopa community.

I have attached the letter that Global Water just sent a few days ago and it is pointing to the AZCC again in stating that they are working closely with you to raise the rates again in Maricopa so that they can be more profitable.

I think a company that is trying to leverage a rate increase through the AZCC to be profitable is disgusting! I am sure we would all love to be more profitable by raising rates but that is what I consider very greedy and underhanded! As a community how can we expect to bring businesses into Maricopa if water rates are triple and could be quadruple the valley standard. Does that seem right to you at all?

People choose to live in Maricopa because of the affordable housing market. The continual climb of water rates will halt and even reverse the housing market progress Global Water is not stopped. The rates must be adjusted downward to the reasonable rate as the rest of the valley enjoys and experiences.

I have also attached 3 months of bills from Global Water so that you and your team can see that we are paying double and triple the amount that residents of Phoenix, Chandler, Tempe, Mesa pay for their water and sewage services. As all of you can also see from my Water bills, the amount of water consumed does not change the cost that we pay. It is a steady 96.00 each time, which is very ironic and troubling at the same time!!! You all

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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were elected to back the public and stop Corporations from bullying us with large bills. Global Water has to be stopped! If they can't reduce their costs and their infrastructure and investments are in jeopardy, maybe they are not fit to be a utility company.

Thank you for your time!

Sincerely,

Scott and Robyn Olney

att:3 Global water bills

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

docketed

\*End of Comments\*

**Date Completed: 5/28/2013**

**Opinion No. 2013 - 110830**

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** .....

**Phone:** (60

**Fax**

**Priority: Respond Within Five Days**

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**Opinion No. 2013 - 110916**

**Date: 5/31/2013**

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

**Complaint By:** **Garath Brooks**

**Account Name:** Garath Brooks

**Home:** (000) 000-0000

**Street:** n/a

**Work:**

**City:** n/a

**CBR:** .....

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

**is:** E-Mail

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**Utility Company:** **Global Water-Santa Cruz Water Company**

**Division:** Water

**Contact Name:** .....

**Contact Phone:** .....

**Nature of Complaint:**

DOCKETED W01212-12-0309

From: Gareth [mailto:ga  
Sent: Friday, May 31, 2013 12:22 PM  
To: Utilities Div - Mailbox  
Subject: W-01212A-12-0309.

Hello,

I have lived in Maricopa since we moved to AZ two years ago. Although from AZ, we have lived in WA for many years as well as other states when we were younger. I was shocked at how much Global Water charges for water. They have terrible customer service as anytime I ask why our bill is so high we get a standard reply of "you must have a leak". There is no leak, it has been checked many times, yet this is their go to response. Even when we go away for a week or more on vacation, our bill does not change. At 99.00 a month they are already gouging us way to much and then they have the nerve to ask for a rate increase.

How can they charge for the most abundant natural resource on the planet in this manner? Think about this, we pay more for water than we do for electricity or any other utility including Dish network and phone/DSL.

We do laundry, cook, shower, and that is it. We do not let the water run, waste it and so on, yet they charge us \$99.00 a month. My former bills were at most \$46-\$56 a month and people outside of Maricopa also play much less for water.

They are ruthless, we were two days late with no history of missing payments as I was called away last minute on business and they turned off our water, 2 days late, no warning.

This is a predatory company who has utter disdain for their customers and only looks to gouge us. Not only

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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should they not be granted an increase but an investigation needs to be done into their practices and how they can continue to charge such high prices for water.

Thank you,  
Gareth Mc Bride  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

DOCKETED  
\*End of Comments\*

Date Completed: 5/31/2013

Opinion No. 2013 - 110916

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:**

**Phone:**

**Fax:**

**Priority: Respond Within Five Days**

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**Opinion No. 2013 - 110915**

**Date: 5/31/2013**

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

**First:**

**Last:**

**Complaint By: Joshua.**

**Babb**

**Account Name:**

**Home: (000) 000-0000**

**Street:** n/a

**Work:**

**City:** n/a

**CBR:**

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

**Is: E-Mail**

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**Utility Company: Global Water-Santa Cruz Water Company**

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

DOCKETED W01212-12-0309

From: Joshua Babb [mailto:  
Sent: Friday, May 31, 2013 12:31 PM  
To: Utilities Div - Mailbox  
Subject: W-01212A-12-0309

W-01212A-12-0309

To whom it may concern,

I am writing about the Global water Rate increase in Maricopa Arizona. My average water bill for a young Family of 5, 2 adults and 3 kids under 6 is \$150 a month. This is absurd and unheard of. If rates go up I will have to be forced to look for else ware to live. My family is surviving off a single income in this hard economy and cannot afford this increase. My job has taken me to many different Parts of the USA and my Water and Electric bills here are by far the highest I have seen. I would ask that you review this carefully and see that with this increase it will hurt the economy in this city. I hate paying so much for water that I can't even stand to drink due to how poor the quality is.

Thank you.

Joshua Babb

Joshua Babb

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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DOCKETED  
\*End of Comments\*

Date Completed: 5/31/2013

Opinion No. 2013 - 110915

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

**Priority: Respond Within Five Days**

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Opinion No. 2013 - 110914

Date: 5/31/2013

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

Complaint By: First: S. Last: Grindi

Account Name: S. Grindi

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

Is: E-Mail

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

**Nature of Complaint:**

DOCKETED W01212-12-0309

From: Shalom Gindiri [mailto:s  
Sent: Friday, May 31, 2013 12:38 PM  
To: Utilities Div - Mailbox; ft  
Subject: W-01212A-12-0309

As an 8 year resident of Maricopa and a registered voter, I am very concerned about this latest rate increase planned by Global Water. I am baffled that I pay double what my friends and family who live in the valley pay for water and sewage. Even worse, my neighbors who live here seasonally are required to pay for water even when they are not using any. It is outrageous!! To allow Global to continue to profit and increase investor dividends while constraining local residents is irresponsible at best. I implore you to consider the plight of the citizens of Maricopa, despite economic difficulties we have continued to be held hostage by the greed of Global Water. Do not allow them to balance their own mismanagement of funds on the backs of hard working individuals such as myself and my family. Thank you for your consideration.

S. Gindiri  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

DOCKETED  
\*End of Comments\*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Date Completed: 5/31/2013**

**Opinion No. 2013 - 110914**

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