

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 C



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UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: 2013 JUN 26 P 2:09

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2013 - 111391

Date: 6/25/2013

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

Complaint By: First: Shannon Last: Sullivan

Account Name: Shannon Sullivan

Home:

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: ki

Contact Phone: (

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

I am grateful to have the opportunity to voice my concern, and am hopeful the ACC will be able to help the citizens of Maricopa, AZ manage their water concerns.

This is my story:

I have a vacation home in Maricopa. I spend approximately four months a year there. I must pay approximately \$95 00 a month regardless the amount of water I don't use This IS wrong.

Global Water has a monopoly; there is no other water service in our area; consequently there is no competition. When I spoke to a company representative, I was told if I were to have my water shut off while I was away then I would be charged \$95 for each month that it was shut off along with a restart fee. The rep told me there was nothing she could do, and I just had to pay my monthly bill. This is wrong.

When I received this month's bill it included an insert called GLOBAL WATER-SANTA CRUZE WATER COMPANY 2012 WATER QUALITY REPORT. On page 3 of this insert there is a section that reads, "Did you know that you can receive a rebate just for conserving water? For more information on the rebate visit our web site." I did but I can find no information about applying for a rebate. Is there a rebate for Maricopa homeowners?

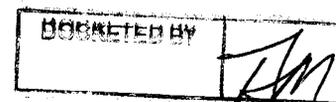
ED3 charges me \$32.91 a month to have electricity at the ready and then I pay extra for every kilowatt hour I use. This is a fair way of doing business.

Please take a close look at how Global Water is charging its customers and make them play fair.

Sincerely
S. Sullivan
Retired Teacher
End of Complaint

Arizona Corporation Commission
DOCKETED

JUN 26 2013



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

6/25/13: Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 6/25/2013

Opinion No. 2013 - 111391
