

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 COMMIS
UTILITY COMPLAINT FORM



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Investigator: Carmen Madrid

Phone:

2013 DEC 27 P 12: 03

Fax:

Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2013 - 114356

Date: 12/27/2013

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

Complaint By: First: Kenneth Last: Snapp

Account Name: Kenneth Snapp

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Palo Verde Utilities Company

Division: Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

12/22/13

Arizona Corporation Commission
DOCKETED

DEC 27 2013

Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007-2996

DOCKETED BY

RE: Global Water
Santa Cruz/Palo Verde

I recently received a letter from Global Water stating I have been delinquent in paying my bill 13 times in the last 12 months.

FIRST of all, I am enrolled in auto-pay thru their company and all payments have been executed thru them in a timely manner.

SECONDLY, to be delinquent 13 times in 12 months must mean they are billing more than once per month.

TIDRDLY, unless this shows upon my credit rating, I will consider it just a mistake on someone's part. It was not signed, and only had initials, SC/PV which I assumed for Santa Cruz/Palo Verde.

HOWEVER! Now that I am venting Re: Global Water, I will relate to you an event that occurred when I purchased my home: I was out of town when I received notification that I had been approved for the purchase. I was notified I had 3 days to have the home inspected to determine any faults that would allow me to decline the purchase without penalty. I arranged for the various utility companies (gas, electric telephone, construction, etc) to visit and inspect. The gas company advised me they could not inspect the Hot water heater until the water was turned on. (This was on a Monday) I called Global water and requested the water to be turned on. They replied "the earliest we can do it is Thursday" (2 days beyond my inspection grace period)

ARIZONA CORPORATION COMMISSION
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I explained I needed it sooner and was told "for a hundred dollars (\$100.00) we can turn it on today"! Even though I was angry at being blackmailed, I agreed to the cost and my inspections were completed. The most disturbing part is: when I arrived a week later, I found the water meter box, where the shutoff is, completely full of bees and honeycomb. The water had never been turned off, and no one had been in the box to turn it on, yet I had been blackmailed \$100.00. To get it done.

These types of occurrences are a result of company leaders and policies that result in poor relationships and service, where they are concerned only with greed and do not value their customers. Yet they never hesitate to ask for increases in rates which must be approved through the commission, which usually always approves them.

Also people should be charged on the amount of water used. Any increases in water should reflect the water costs not sewer (wastewater) costs which remain relatively constant, yet Global water Charges extremely high for their sewer and water used is minuscule, for example: I last paid \$94.05 for only \$1.74 worth of water above the basic water of \$27.68: that means that sewer charges amount to more than 2/3 of my costs, yet the sewer system costs (once installed) remain relatively constant. Example: my sewer costs are the same as my neighbors, yet they use considerably more water than I do as they have larger families and swimming pools. Yet their total bill is not much different than mine.

I respectfully request that you do NOT allow any increase in rates to Global Water until they start providing proper service to their customers by charging based on amount of water usage instead of increasing the sewer rates which are exorbitant to start with.

Kenneth M. Snapp

Marcopa, AZ 85136

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets No.

W-01212A-12-0309,
SW -20445A-12-0310,
W-03720A-12-0311,
W-02450A-12-0312,
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End of Comments

Date Completed: 12/27/2013

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