

JW 20445A-09-0077
W 02451A-09-0078
W 01732A-09-0079

W 20446A-09-0080
W 02450A-09-0081
W 01212A-09-0082



ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 81060

Date: 8/11/2009

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

Complaint By: First: Vickie Last: Mastin

Account Name: Vickie & Roger Mastin

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR: 602.703.8571

State: AZ Zip: 85238

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Consumer is against rate increase during such difficult financial times.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

Date Completed: 8/11/2009

Opinion No. 2009 - 81060

Arizona Corporation Commission
DOCKETED
AUG 12 2009

DOCKETED BY [Signature]

RECEIVED
2009 AUG 12 P 4: 31
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

SW-20445A-09-0077
W-02450A-09-0078
W-01732A-09-0079

W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80976

Date: 8/10/2009

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

Complaint By: First: Geraldine & David Last: Polak

Account Name: Geraldine & David Polak

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Maricopa

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From: gerry101@live.com [mailto:gerry101@live.com]
Sent: Sunday, August 09, 2009 4:07 PM
To: Utilities Div - Mailbox
Subject:

Arizona Corporation Commission

I think the rate increase in water price is outrageous!

Please take into consideration the strain many of us are under in these economic times.

We are retired and on a very fixed income and are subjected to one increase in price after another.

And this is just one more blow to our small income!

I am asking you to reconsider this huge increase very carefully and not add to our financial stress.

Please refer to Docket Numbers:

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

Geraldine & David Polak
[REDACTED]

Gerry Live!
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

August 10, 2009 (e-mailed following letter to consumer)

Geraldine & David Polak

Maricopa, Arizona

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION
DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION
DOCKET NO. W-01212A-09-0082

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Filed in docket numbers .

DOCKET NO. SW-20445A-09-0077

DOCKET NO. W-02451A-09-0078

DOCKET NO. W-01732A-09-0079

DOCKET NO. W-20446A-09-0080

DOCKET NO. W-02450A-09-0081

DOCKET NO. W-01212A-09-0082

End of Comments

Date Completed: 8/10/2009

Opinion No. 2009 - 80976

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079

W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80975

Date: 8/10/2009

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

Complaint By: **Debra Stenger**

Account Name: Debra Stenger

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Maricopa

CBR: [REDACTED]

State: AZ **Zip:** [REDACTED]

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From: Debra Stenger [mailto:[REDACTED]]
Sent: Sunday, August 09, 2009 12:42 PM
To: Utilities Div - Mailbox
Subject: Global Water Rate Increase application

Docket #'s:
SW-20445a-09-007
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

I speak for most that I have talked with in Maricopa pertaining to the Proposed Global Water Rate Increase.

We we know we are in a deep recession with literally "NO" end for years, so lets face the facts here in Maricopa.

Fact: I have called Global Water on several occasions to complain about the water pressure being "NIL". They check it say it is fine. If the water pressure fine when you can spit on yourself and create a bigger shower stream that what is coming out of your shower head?

Fact: Hours of service do not help when they are not open late at least 1 day a week to make sure those of us who work in the city (which is 95% of all those living in Maricopa) can pay their bill either by phone or walk in.

Fact: The deposit if obserd. If I had to have a deposit when moving here fine. I did not. Again with the recession people are just trying to make every penny meet.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Fact: Their convention center sits idle with several lakes around it that have no houses build around it. It is idle again because of the recession. Question: Why did you build a convention center in the middle of the desert of a small town and "NOT" expect that you would not be able to make it profiable.... who comes to Maricopa?????

I think as a citizen of Maricopa AZ the increase will cause hard pressed pressure on those of us who are barely making ends meet. It will cause people to reconsider moving here and will cause many people living here to not be able to meet their bill and to eventually abandone, foreclose or bank well their home. It this really helping Global Water to have less people living and moving here?

Sell the Convention Center to someone who can turn it into a profitable business and move into accomodations fitting to the downsizing of your staff and community. We do not need a learning center here that is not being used at all. This is where their deficit is.. not with the investors.. their money is caught up in paying for a building they do not need. Therefore... those of us who have "chosen" to stay in Maricopa rather than give up by foreclosing or bankselling.. "DO NOT" want or need to pay for you big convention / learning center / office. Let the investors get on the bank wagon and turn themselves a profit by advertising their convention center for availabiliy. That is how they could put their extra investment dollars to good use.

NO PAYOUT to investors at the expense of the "HOMEOWNERS" who can't afford their bill to rise anymore than we already pay.

Debra Stenger

[REDACTED]
Maricopa, AZ [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

August 10, 2009 (e-mailed the following letter to consumer)

Debra Stenger

[REDACTED]
Maricopa, AZ [REDACTED]

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION
DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION
DOCKET NO. W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in docket numbers .
DOCKET NO. SW-20445A-09-0077
DOCKET NO. W-02451A-09-0078
DOCKET NO. W-01732A-09-0079
DOCKET NO. W-20446A-09-0080
DOCKET NO. W-02450A-09-0081
DOCKET NO. W-01212A-09-0082
End of Comments

Date Completed: 8/10/2009

Opinion No. 2009 - 80975

SW-20445A-09-0011
W-02451A-09-0078
W-01732A-09-0079

W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80972

Date: 8/10/2009

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

Complaint By: First: C. Last: Medoff

Account Name: C. Medoff

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From: CM [mailto:[REDACTED]]
Sent: Saturday, August 08, 2009 8:52 PM
To: Utilities Div - Mailbox
Subject: Global Water Rate Increase Application

Reference Docket Numbers:

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

Global Water needs to hire an independent auditor to complete an overall analysis of their budget, costs, sales, usage, capacity, and productivity. Due to the nations economy, all businesses are being tasked with reductions and Global Water should internalize the business goal to reduce before immediately requesting customers to pay the price for their incompetence with planning and spending.

I have been a customer since December 2002. I, like all other Global Water customers have been over paying since moving into the city of Maricopa. Global Waters charges a flat fee for water that is not consumed or even tapped into. This is theft. Now to request more money from customers should not even be considered until after Global Waters improves their strategic plans and operations. Thank you.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

August 10, 2009

C. Medoff
Maricopa, AZ

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION
DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION
DOCKET NO. W-01212A-09-0082

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Filed in docket numbers .

DOCKET NO. SW-20445A-09-0077

DOCKET NO. W-02451A-09-0078

DOCKET NO. W-01732A-09-0079

DOCKET NO. W-20446A-09-0080

DOCKET NO. W-02450A-09-0081

DOCKET NO. W-01212A-09-0082

End of Comments

Date Completed: 8/10/2009

Opinion No. 2009 - 80972

Docket No. W-20446A-09-0080
W-02451A-09-0078
W-01732A-09-0079
W-02450A-09-0081
W-01212A-09-0082
SW-20445A-09-0077

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ([REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81048

Date: 8/11/2009

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

Complaint By: First: Marvin Last: Rogers

Account Name: Marvin Rogers

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

*****OPINION OPPOSED*****

RE: Docket No. W-20446A-09-0080
W-02451A-09-0078
W-01732A-09-0079
W-02450A-09-0081
W-01212A-09-0082
SW-20445A-09-0077

Customer is shocked that Global Water has asked for an increase in rates and is amazed that the Commission would even consider authorizing such an increase. Customer wonders how Global Water could even think of asking for more money, when it is obvious that the majority of today's society is struggling from day to day just to get by. Customer feels that this increase would be the same as "shooting a man who is already dead".

Customer strongly believes that there are some Global Water employees making too much money and does not feel that their high salaries should be a burden placed on Global Water's customers. Customer further states that the Commission needs to implement a CAP to the amount of increases a utility can assess, as it is extremely unfair customers to pay higher rates for a service that is necessary. Customer asks the Commission to be mindful of those customers who do not have the ability to choose their service provider nor have the ability to increase their income to compensate the continued increases in utility rates.

Customer urges the Commission to deny the Company's request for an increase in rates. Customer believes that this is a time for everyone to be humanistic and help one another out, by not allowing the gouging and greed to continue and destroy people. Customer states that this is definitely one of the saddest state of affairs he has ever witnessed.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

n/a

End of Response

Investigator's Comments and Disposition:

I advised the customer that his opinion would be docketed and made part of the record. I explained to the customer that a copy of his opinion would be issued to the Chairman and each Commissioner, including all staff member's assigned to this rate case to be taken into consideration prior to a decision being rendered on this matter.

Customer appreciated the Commission's assistance in this matter. CLOSED

End of Comments

Date Completed: 8/11/2009

Opinion No. 2009 - 81048

W-10045A-09-0077
W-02451A-09-0078
W-01732A-09-0079

W-10046A-09-0080
W-02450A-09-0081
W-01712A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 81099

Date: 8/12/2009

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

Complaint By: First: Jose Last: Linares

Account Name: Jose Linares

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: ...

State: AZ Zip: 00000

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From:
Sent: Tuesday, August 11, 2009 9:01 AM
To: Utilities Div - Mailbox
Subject: Global Water Rate Increase

To Whom it May Concern:

I am writing to the Arizona Corporation Commission to express my concerns over the request for rate increases in the town of Maricopa by Global Water. First and foremost I hope the ACC takes a great deal of consideration on this decision, a recession is not the time to increase rates for those of us who can still afford to pay their bills. Global Water already charges the people of Maricopa some of the highest water rates I have ever seen in my life, and I have lived in several parts of the state like Yuma, Tucson, North Phoenix, Ahwatukee and I have never paid \$73 a month for water and sewage, in fact in Ahwatukee my bill for water and sewage was \$35 a month.

For Global Water to request such a dramatic increase in rates is ridiculous for the level of service they provide. The customer service is atrocious, everytime I call I get some high school student who doesnt know how to answer the phone much less solve customer related issues. I don't blame the employees but rather Global Water, as they have become a very greedy organization who doesn't seem to care how their decisions affect the customers that rely on them everyday. Since we only have one water company in Maricopa and we dont have the choice in going to another company, some would agree that the people of Maricopa are "screwed" and we'll just have to pay the increased rates. I dont believe Global Water has studied the impacts this increase would cause.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

1. this rate increase will not only increase our monthly water bills but it will also increase the water bills of all of the businesses in Maricopa which will in turn pass the increases to their customers. This will cause people to stop eating out, buying less at the grocery store, and businesses will leave Maricopa, we have already lost too many business due to the recession.

2. Home Owner's Associations will have to pass the increased expenses for watering common areas, parks, and lakes to the residents and even then they wont be able to raise HOA fee's high enough to support the water rate increase, therefore all of our beautiful parks and common areas in our communities will not be watered and Maricopa will look like a scene out of the Grapes of Wrath.

3. Our home values have already suffered a major blow with the housing market crashing, increasing water rates will drive more people to leave Maricopa and abandon their homes in addition the few surviving home builders out here will no longer build because buyers will no longer be attracted to Maricopa because of the water rates and Maricopa will look like crap because no one is watering their yards and parks.

4. The City of Maricopa will have to ask the residents for another tax increase, why? because it will now cost 3 times more to water the city parks and who has to pay for that, the residents!

So please ACC when making this decision please consider how a Global Water rate increase of this magnitude will bankrupt a small town that has seen some of the worst affects of this economy. Businesses today should not look at how much more they can make, but keeping what they are currently making by cutting costs rather than charging their customers more simply so they can line their wallets a little more while their customers are eating out a garbage bin or going without water because they cant afford it.

Regards,

Jose Linares
Resident of the City of Maricopa
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/12/09 Emailed the following to Mr. Linares

August 12, 2009

RE: GLOBAL WATER-SANTA CRUZ WATER COMPANY

Dear Water Customer:

Your emailed dated August 10, 2009 regarding the Global Water-Santa Cruz Water Company ("Global Water") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Global Water application.

The concerns raised in letters received from customers will assist the Commission in the investigation and

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 8/12/2009

Opinion No. 2009 - 81099

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2009 - 81094

Date: 8/12/2009

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

Complaint By: **First:** Janice **Last:** Chavarria

Account Name: Janice & Florentino Chavarria

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ **Zip:** 00000

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

8/12/09
Complaint filed please reference 2009-81094

From: Jan Nickeson [mailto:
Sent: Monday, August 10, 2009 8:12 PM
To: Utilities Div - Mailbox
Subject: Global Water-Maricopa, AZ-

RE:Docket #'s

Docket#'s: SW-20445A-08-0077, W-02451A-09-0078, W-01732A-09-0079,
W20446A-09-0080, W-02450A-09-0081, W01212A-09-0082

Dear Corp Commission:

We have been victims of the "Global Water" bull. My husband would take our payments and drop them off in the depository box located outside the building in Maricopa, AZ. They must have held the payment for a couple days then posted it. Consequently they said we had been late on our water bill twice in 12 months and charged us a \$150.00 deposit.

This is a bunch of crap. We paid them every month and they played these games. I am thoroughly fed up with the way they treat people and do business. I have -0- trust factor in this company!

I urge you NOT to grant them approval to increase our rates. If you regulate them, tell them to move out of their vast office complex and find somewhere to operate at a cheaper cost. Their office is an "ivory tower" compared to other Maricopa utility offices. They might be able to reduce their cost greatly by starting with that!
You can reach us via e-mail at

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

-Janice & Florentino Chavarria
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/12/09 emailed response to the customer

August 12, 2009

RE: GLOBAL WATER-SANTA CRUZ WATER COMPANY

Dear Water Customer:

Your emailed dated August 10, 2009 regarding the Global Water-Santa Cruz Water Company ("Global Water") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Global Water application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 8/12/2009

Opinion No. 2009 - 81094

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079

W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81037

Date: 8/11/2009

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

Complaint By: **First:** Miriam **Last:** Lopez

Account Name: Miriam Lopez

Home: (000) 000-0000

Street: n/a

Work: [REDACTED]

City: Maricopa

CBR: [REDACTED]

State: AZ **Zip:** 00000

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Miriam Lopez [mailto:[REDACTED]]
Sent: Monday, August 10, 2009 12:29 PM
To: Utilities Div - Mailbox
Subject: GLOBAL WATER RATE HIKE
Importance: High

To all concerned:

As a resident of Maricopa, AZ, it is difficult to think that Global Water is proposing such a rate increase. I can understand that in these times, all from your simple average American to corporations and business', as well as a lot of cities and states, such as ours (AZ), are experiencing a hard time financially. But now is when we all have to be creative and realize a budget adjustment to curve expenditure and be able to hold on.

Us average Maricopans cannot intake such a hike for what is the biggest necessity in our lives. We can't cut this out as you would cable service, cellular service and so on. We're getting crushed here. We will not only experience the increase in our own water bills, but in other areas as well, such as our homeowners association fees. You know very well that we'll be incurring an increase there too to help them pay on their water bills. It's an ugly Domino effect. It goes on and on.

Regarding the docket numbers listed below. I urge that you vote no. HELP us stay afloat! PLEASE!

W-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Respectfully,

Miriam Lopez
Office Manager
Design Mail, Inc.

[REDACTED]
[REDACTED]

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

August 11 2009 (sent the following letter to consumer)

Miriam Lopez
Office Manager
Design Mail, Inc.
Maricopa, AZ

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION
DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION
DOCKET NO. W-01212A-09-0082

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in docket numbers .

DOCKET NO. SW-20445A-09-0077

DOCKET NO. W-02451A-09-0078

DOCKET NO. W-01732A-09-0079

DOCKET NO. W-20446A-09-0080

DOCKET NO. W-02450A-09-0081

DOCKET NO. W-01212A-09-0082

End of Comments

Date Completed: 8/11/2009

Opinion No. 2009 - 81037
