

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

W 20446A-09-0080
W 02450A-09-0081
W 0121A-09-0082



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED] 6

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80574

Date: 7/23/2009

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

Complaint By: First: Paul Last: Phipps

Account Name: Paul Phipps Home: (520) 000-0000

Street: n/a Work: [REDACTED]

City: n/a CBR: [REDACTED]

State: AZ Zip: 00000 is: Business

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

From: Paul Phipps [REDACTED]
Sent: Wednesday, July 22, 2009 10:05 AM
To: Utilities Div - Mailbox
Subject: global water rate hike

Find a way to ration water, hire less workers, cut payroll, charge extra to those with lawns...something or anything must be done to KEEP PRICES LOW! Doubling people's water when that's just as necessary as the air we breathe is wrong! People can cancel cable or internet but you can't cancel water. DO NOT raise water prices. People will fight tooth and nail against a basic human right like water!!!

Docket #'s
Sw-20445a-09-0077
w-02451a-09-0078
w-01732a-09-0079
w-20446a-09-0080
w-02450a-09-0081
w-0121a-09-0082

Paul Phipps
Dean Graziosi Success Team Administrator
Professional Marketing International
AZ Division
[REDACTED]

End of Complaint

Utilities' Response:

Arizona Corporation Commission
DOCKETED

JUL 23 2009

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2009 JUL 23 P 3:23

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Called consumer to acknowledge receipt of opinion.

End of Comments

Date Completed: 7/23/2009

Opinion No. 2009 - 80574

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

From: Bradley Morton
Sent: Thursday, July 23, 2009 12:17 PM
[REDACTED]
Subject: FW: GLOBAL WATER RATE HIKE

Dear Ms. Anderson,

This is to acknowledge receipt of your opinion on the above rate case. Your opinion will be docketed and the Commissioner will be aware of your concerns.

Regards,

Brad Morton
Public Utilities Consumer Analyst II
End of Comments

Date Completed: 7/23/2009

Opinion No. 2009 - 80573

[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80576

Date: 7/23/2009

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

Complaint By: **First:** Ariann **Last:** Shakir

Account Name: Ariann Shakir

Home: (520) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ **Zip:** 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: ZakiAriannShakir [REDACTED]
Sent: Wednesday, July 22, 2009 3:24 PM
To: Utilities Div - Mailbox
Subject: GLOBAL WATER RATE HIKE
Importance: High

Arizona Corporation Commission
Utilities Division:

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

The government is trying to help homeowners. They can clearly see homeowners CAN'T pay what they use to & are struggling to survive. Sadly, the government is intervening to protect homeowners because the moral fortitude that should be present is clouded with "a return on an investment". Why isn't it crystal clear to both the utility providers and ACC that the ENTIRE nation; including Maricopa, AZ is in the worse economic disasters ever seen. If homeowners don't have the money to pay their mortgage; is it any easier to come up with money for a 151% rate hike over the next three years? Does Global Water or ACC has a secret report showing how the present reality of our economy supports proposing a ridiculous plan with full knowledge of the present state of affairs?

After reading the article published by Shelley Gillespie in The Communication July 15 - August ,2009; I will send a letter to the President Obama weekly with copies of this article to show what loose ends need government intervention. If the utility division & ACC is still operating with the old mindset & are approving hikes based on

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

GW's goal of making a 10% return on their investment without an economy to support this obligation; than both entities should be treated like the other entities who have violated the trust & integrity of our society because of greed.

How many pay cuts has the Trevor Hill, Cindy Lilies, Ed Borromeo & others at GW taken? Are they exempt to what other companies are forced to do? What type of restructuring have they done besides closing for lunch? If "they already invested millions" wasn't that revenue paid from the massive growth in Maricopa? Have they networked with other cities to find out how they are surviving without taking more from the residents, imposing deposits of established customers and adding absorbent fees? Are they forfeiting their bonus, pay raise or taking a pay cut like the homeowners they are asking to pay more who have less. It's easy to pad their pockets the next three years but where is the accountability? Why did the government say NO and request restricting of many entities instead of granting all requests for additional money and increases to the citizens?

If the ACC grants this without considering some relevant facts or investigating GW's financial statements; it will be the equivalent of allowing the continued price gouging and financial rape many innocent Americans has endured.

I have been a resident since 2002 and growth has been steady. GW enjoyed a sizable "return on their investment" for years and if they failed to have a contingency plan in place; it shouldn't be balanced on the backs of the homeowners. The same is true with every other utility provider the ACC continues to allow to increase homeowners rates. What proposal did GW file when they were in the green?

It's easy to make decisions when you aren't living the reality of surviving off unemployment, living on a fixed income, impacted by furloughs, foregoing pay raises & paying additional premiums due to job loss and all the other scenarios that are in play. You can't pay more when you have less. Again, you can't pay more when you have less.

Major entities have been allowed this reckless behavior until recently. We finally have a President that understands the definition of insanity. He isn't perfect and will make mistakes; however, he isn't turning a deaf ear to the people. What about the ACC?

Instead of allowing these business to tack on additional fees when homeowners already are struggling to pay; follow the Presidents example and suspend some of the practices that have always been in place. Did GW draft any other plans other than going after homeowners who are already behind on their mortgages or other bills? What steps is GW doing to truly help homeowners because in the past 8 years I've been here; I've never seen a "rebate threshold".

The HOA requires "live" plants or homeowners pay \$100 and up in fines for violations i.e. dead plants. With this increase it will come down to a matter of survival if the ACC allows another utility provider to increase their rates. This might sound farfetched but would you water plants or conserve that water to sustain human life & hygiene or knowingly use water combined with sewage you're not going to be able to pay for based on this proposal.

Side note showing how homeowners are struggling in Maricopa: Rossmar & Graham the HOA for Rancho Eldorado is @ \$430K behind in HOA assessments. This is just one HOA in Maricopa. I mentioned this because homeowners are struggling to pay their existing bills & now the HOA has instructed Orbitel to start disconnecting basic cable that is paid through HOA. For the homeowners who are behind; they are facing late fees from the HOA & a reconnection fee from Orbitel. (I'll have the emails if needed to support this statement.)

If someone can't pay their "current fees" what makes these companies think they can pay the other fees i.e. reconnection & deposits? The same is true with increases; how can you pay MORE when homeowners and all Americans have less? I pray the ACC stops participating approving more & makes decisions based off the present reality.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Please, follow the President lead & stop making it so easy for the provider to pad their pockets. The other entities who failed to acknowledge the "new reality" paid the ultimate price because of greed. No one worries about a termite until the impact of what they did behind the scenes is visible.

Ariann Shakir
43738 W Elm Dr
Maricopa, AZ 85138
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Thursday, July 23, 2009 12:50 PM
[REDACTED]
Subject: FW: GLOBAL WATER RATE HIKE
Importance: High

This is to acknowledge receipt of your opinion regarding the above rate case. Your opinion has been docketed and all Commissioners will receive a copy.

Regards,
Bradley Morton
Public Utilities Consumer Analyst II
End of Comments

Date Completed: 7/23/2009

Opinion No. 2009 - 80576

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80578

Date: 7/23/2009

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

Complaint By: **First:** Shalom **Last:** Gindiri

Account Name: Shalom Gindiri **Home:** (520) 000-0000

Street: n/a **Work:**

City: Maricopa **CBR:**

State: AZ **Zip:** 85138 **is:**

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: S Gindiri [REDACTED]
Sent: Wednesday, July 22, 2009 4:00 PM
To: Utilities Div - Mailbox
Subject: I don't want Global Water to Raise my Rates....

Reference doc 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

I'm a resident of Maricopa Arizona. I'm writing to discuss my outrage that Global Water is considering raising water rates. This company is trying to make even more profit off the backs of already cash stripped people. What other company charges \$60 a month regardless of if you use a drop of water or not? This practices are simply outrageous, I've come to even question the quality of the water we are receiving. Compare our bills to other Phoenix Metro cities and you will find that even current rate prices are unacceptable. Please, stand for us when making decisions about this rate increase, my family can't afford it, not with this economy. Thank you.

Shalom Gindiri
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

From: Bradley Morton
Sent: Thursday, July 23, 2009 12:57 PM

Subject: FW: I don't want Global Water to Raise my Rates....

This is to acknowledge receipt of your opinion regarding the above rate case by the Arizona Corporation Commission. It will be docketed and all Commissioners will receive a copy.

Regards,

Bradley Morton
Public Utilities Consumer Analyst II
End of Comments

Date Completed: 7/23/2009

Opinion No. 2009 - 80578

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80579

Date: 7/23/2009

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

Complaint By: **First:** Randy **Last:** Schoof

Account Name: Randy Schoof

Home: (520) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ **Zip:** 85239

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: CRINAZ@aol.com [REDACTED]
Sent: Wednesday, July 22, 2009 4:13 PM
To: Utilities Div - Mailbox
Subject: GLOBAL WATER RATE HIKE

To whom this may concern. Please accept this email as my disapproval of Global Water's request for rate hike. During this difficult time many homeowners are already having a difficult time making ends meet. To approve a rake hike for this company whose rates are already high will only make it more difficult for those who are trying to stay afloat. Please vote no. The docket numbers are:

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-20450A-09-0081
W-012120-09-0082

Thank you!

Randy Schoof

[REDACTED]
Maricopa, AZ 85239

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Thursday, July 23, 2009 1:03 PM

Subject: FW: GLOBAL WATER RATE HIKE

Dear Sir,

This is to acknowledge receipt of your opinion on the above rate case by the Arizona Corporation Commission, It will be docketed and all Commissioners will receive a copy.

Regards,

Bradley Morton
Public Utilities Consumer Analyst II
End of Comments

Date Completed: 7/23/2009

Opinion No. 2009 - 80579
