

SW.20445A.09.0077 W.02450A.09.0081  
W.02451A.09.0078 W.01212A.09.0082  
W.01732A.09.0079  
W.20446A.09.0080



ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

ORIGINAL

Investigator: Guadalupe Ortiz Phone: ( ) [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

**Opinion No. 2009 81825 Date: 9/15/2009**  
**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** First: **James** Last: **Oetinger**  
**Account Name:** James Oetinger **Home:** [REDACTED]  
**Street:** [REDACTED] **Work:** [REDACTED]  
**City:** Maricopa **CBR:** [REDACTED]  
**State:** AZ **Zip:** [REDACTED] **is:** [REDACTED]

**Utility Company:** **Global Water-Santa Cruz Water Company**  
**Division:** Water  
**Contact Name:** [REDACTED] **Contact Phone:** [REDACTED]

**Nature of Complaint:**  
CORRESPONDENCE RECEIVED - OPINION OPPOSED:

RE: DOCKET NO'S  
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  
**DOCKETED**  
SEP 16 2009  
DOCKETED BY [Signature]

RECEIVED  
2009 SEP 18 P 4: 44  
AZ CORP COMMISSION  
DOCKET CONTROL

September 12, 2009

To whom it may concern:

I am writing to protest the proposed rate increases, by Global Water. As a customer of Global Water I have experienced extremely poor customer service, rude operators, and already high rates, not to mention a poor water quality. I also have to spend money to treat the water, once I receive it or suffer the consequences of EXTREMELY hard water, something that other water companies, that charge less, will treat it before delivering.

I guess I am spoiled, having moved from a municipality that knew what they were doing, (city of MESA) that dose not gouge their customers because they happen to be the only provider in the area. In fact the cost of my water, sewage and garbage was cheaper in Mesa then just my water and sewage delivery fee from Global Water, before I even open my tap and use one drop of water.

Global Waters rate increase request is way out of line for the product that they provide. They already charge more than surrounding communities (like Casa Grande and Chandler). They charge outlandish reconnection fees (\$60.00) for someone to drive a few miles and turn a valve, even if it is an accounting error on their part.

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

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When you sign up for service, they are the only utility provider that choose not to waive a deposit if you show proof of credit (a deposit that I will never see again) vs. other water companies, and thus should call it an activation fee.

In summary, it is my opinion that Global Water is taking advantage of the fact that they are the only water provider to gouge there customers for a necessity that they know people cannot live without. I believe that not only should they not get approved for a rate increase, but their rates should be decreased. These rates are going to add an undo strain on mine and my neighbor's finances. I cannot believe that Global Water would be so callous as to ask for these increases at a time when most people are barely scraping by. If they think they have lost customers because of the economy before, wait until they push us over the financial edge, that will lead to an already high foreclosure rate.

Thank you in advance for your consideration in this matter.

James Oetinger

[REDACTED]  
Mankopa, AZ 85139  
[REDACTED]

\*End of Complaint\*

**Utilities' Response:**

N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

\*End of Comments\*

**Date Completed: 9/15/2009**

**Opinion No. 2009 - 81825**

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 81823 Date: 9/15/2009**

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

**Complaint By:** **First:** Patricia M. **Last:** Tillery

**Account Name:** Patricia M. Tillery **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:**

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

RE: DOCKET NO'S:

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

20285 Enchantment Pass  
Maricopa, AZ 85138

September 13, 2009

Commissioners  
Arizona Corporation Commission  
1200 W Washington Street  
Phoenix, AZ 85007

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

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

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Dear Commissioners:

As residents of Maricopa, we support the major utilities to a greater degree than neighboring communities, including Phoenix. Therefore, we respectfully request that you deny Global Water of Santa Cruz Water Company the rate increases that it is seeking.

It is inconceivable to us that Global Water is asking water rate increases of over 60% over the next three years plus a large increase in sewer rates. To our minds Global Water should be able to manage salaries, capital projects, and water costs with the inflated rates they now enjoy from Maricopa residents and businesses. The rates they currently seek would put even greater burdens on households, many of which now suffer from this painful recession.

Global Water already demands high connection fees including a "sewer connection fee as if someone has to personally manage a sewer connection valve, which is actually only a drain. In addition, in cases where Global Water accidentally turned off water service, Global Water demanded the turn-on fees for both water and sewer.

This kind of fee structure must have been approved by your Commission, so here would be an opportunity to make things right for the residents of Maricopa in this matter.

Managing water is everyone's responsibility here in the desert lands of Arizona, and Global Water is admirably now working on education programs to enlist help of residents to reduce water consumption. But with the rest of us Global Water must learn how to manage the limited resources they have.

Sincerely,

Patricia M. Tillery  
\*End of Complaint\*

**Utilities' Response:**

n/a  
\*End of Response\*

**Investigator's Comments and Disposition:**

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED  
\*End of Comments\*

**Date Completed: 9/15/2009**

**Opinion No. 2009 - 81823**

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

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**Investigator's Comments and Disposition:**

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

**Date Completed: 9/18/2009**

**Opinion No. 2009 - 81887**

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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: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81888

Date: 9/17/2009

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

First:

Last:

Complaint By: Jeffrey

Lange

Account Name: Jeffrey Lange

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone: [REDACTED]

Nature of Complaint:

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

Received the following -

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

Increased utility cost, at the requested level, not only effects my personal financial budget but the Homeowners Association that I live in will be placed in a worse financial condition than it is already in due to delinquencies and foreclosures.

The proposed rate increases are solely to provide a higher rate of return for the investors and no improvements to service, quality of water or distribution ability is planned.

Maricopa is one of the hardest hit areas in the country with foreclosures. Any of these proposed increases will be detrimental to attracting builders and/or buyers which will further stigmatize our real estate values and the desirability of this area. Associations cannot raise assessments enough to cover this increase which means landscaped areas will not be adequately watered. Aesthetics draw builders and buyers which will be less likely to happen if these increases are approved.

Thank you for your time.

Jeffrey Lange

[REDACTED]  
Maricopa, AZ 85138  
[REDACTED]

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 9/18/2009

Opinion No. 2009 - 81888

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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:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 81889 Date: 9/17/2009**

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

**Complaint By:** **First:** David **Last:** Nelson

**Account Name:** David Nelson **Home:** [REDACTED]

**Street:** [REDACTED] **Work:**

**City:** Maricopa **CBR:**

**State:** AZ **Zip:** 85139 **is:**

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

**Division:** Water

**Contact Name:** Patty Greco **Contact Phone:** [REDACTED]

**Nature of Complaint:**

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

Received the following -

A rate increase of 115% is clearly extraordinary and not clearly or fully justified by Global Water.

In order for this to be considered there should be full disclosure from Global Water on their financial statements, due diligence conducted by a impartial third party into the their claims and a clear presentation of alternative options for the consumers.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

**Date Completed:** 9/18/2009

**Opinion No. 2009 - 81889**

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: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2009 81899

Date: 9/18/2009

Complaint Description: 08D Rate Case Items - Hearing/PC Meeting  
N/A Not Applicable

Complaint By: First: Andy Last: Lockridge

Account Name: Andy Lockridge

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Maricopa

CBR: [REDACTED]

State: AZ Zip: 85139

is: [REDACTED]

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

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

9/10

Rec'vd email from customer as follows:  
Hi Trish!

I contacted you a couple of months ago with a complaint about the high prices for water in Maricopa. At that time, you said that the Arizona Corporation Commission would be willing to hold a meeting in Maricopa to meet with concerned residents.

Since that intial conversation with you, I have learned that Global Water is applying for a huge rate increase to be added to their already exorbitant rates.

I have been talking with people in Maricopa and yes, we would definitely like to have a meeting with the Corporation Commission. I have been in contact with Cynthia Morgan who will line up a location and date for that meeting. I will copy Cynthia on this e-mail and she will be contacting you shortly to set up a date and time for the commission members to come to Maricopa and hear our concerns. We anticipate having 100+ people at that meeting.

Since Cynthia will be handling the meeting date and location, you can communicate directly with her from now on.

Thank you for your willingness to work with us on this and for the commission's willingness to listen to our

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

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concerns.

Andy Lockridge  
[REDACTED]

Listen to my radio interview on long term care at [http://\[REDACTED\]](http://[REDACTED])

9/11

Called customer and advised him to contact me regarding a meeting, and to determine if he has spoken to someone else regarding such , as I have not offered to set up a meeting.

9/18

Spoke with Mr. Lockridge . He stated his conversation relating to a public comment meeting was some time ago with Barry' Wong's office.

He would like to initiate a public comment meeting in Maricopa regarding Global- Santa Cruz Water, as it would be attended by a large group of people.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

9/18

Advised Sheila (Chairman Mayes' Office) of request and Docketed.

\*End of Comments\*

**Date Completed: 9/18/2009**

**Inquiry No. 2009 - 81899**

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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: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      81862      Date: 9/17/2009

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

Complaint By:      First:      Last:  
Stephanie      Mattox

Account Name:      Stephanie and Chris Mattox

Home: [REDACTED]

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:

9/16

To: Arizona Corporation Commission  
Utilities Division

1200 W. Washington Street  
Phoenix, Arizona 85007-2996 I -

From: Maricopa, Arizona Residents

Re: Global Water Rate Increase

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

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

- Increased utility cost, at the requested level, not only effects my personal financial budget but the Homeowners Association that I live in will be placed in a worse financial condition than it is already in due to delinquencies and foreclosures.
- The proposed rate increases are solely to provide a higher rate of return for the investors and no improvements to service, quality of water or distribution ability is planned.
- Maricopa is one of the hardest hit areas in the country with foreclosures. Any of these proposed increases will be detrimental to attracting builders and/or buyers which will further stigmatize our real estate values and the desirability of this area. Associations cannot raise assessments enough to cover this increase which means landscaped areas will not be adequately watered. Aesthetics draw builders and buyers which will be less likely to happen if these increases are approved.

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Investigator's Comments and Disposition:**

docketed

\*End of Comments\*

**Date Completed:** 9/17/2009

**Opinion No.** 2009 - 81862

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

**Investigator:** Jenny Gomez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 81828 Date: 9/15/2009**

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

**Complaint By:** **First:** Nancy **Last:** Lockridge

**Account Name:** Nancy Lockridge **Home:** (000) 000-0000

**Street:** [REDACTED] **Work:**

**City:** Maricopa **CBR:**

**State:** AZ **Zip:** 85139 **is:**

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

**Division:** Water

**Contact Name:** Patty Greco **Contact Phone:** (623) 518-4137

**Nature of Complaint:**

\*\*\*\*\*DOCKET NO'S.SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W02450A-09-09-0081, W-01212A-09-0082

REFERENCE: GLOBAL WATER-SANTA CRUZ COMPANY

September 11, 2009

Arizona Corporation Commission, Utilities Division  
1200 W Washington Street  
Phoenix, AZ 85077-2996

Regarding Docket Numbers:  
SW-20445A-09-0077 W-20446A-09-0080 W-02451 A-09-0078 W-02450A-09-0081 W-0173211-09-0079W-01212A-09-0082

Dear Commissioners.

It is my understanding that Global Water and its subsidiaries have submitted a request for rate increases for the City of Maricopa, for 40% for base water, 120% for base sewer and 500% for reclaimed water. I would like to explain my response to that request.

We moved to Maricopa from Mesa in 2006 because costs were less here. My Mesa water and sewer bill averaged about \$60 a month. It also included garbage pickup. My water bill in Maricopa now averages \$71 a month and does not include garbage pickup. It has steadily risen each month for over the past 10 months by a few cents a month from 69.55 to 71.29 this year. With costs going down, all around us, I can't imagine that the cost of water should be steadily rising. Nothing in my consumption has changed...

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

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As a resident of Maricopa, I have already paid my portion of the infrastructure build when I purchased my home, which I understand is the reason for the request. The economy hit Global at a bad time, as it did all of this country. I understand that; however, you don't punish those who have already paid their portion of the infrastructure because of the bad economy and management decisions by making them pay again for expansion of the system to accommodate future users who will also then be charged for the infrastructure they require. Current residents will be paying twice, and Global will not likely pay back what they plan on taking from us now. Chapter 13 reorganization is for the purpose of getting finances back in order following such moves.

Besides, the basic premise that Maricopa is in decline is not true. Recent statistics are showing a net growth of 200 people a month, according to the City Manager, even in this down, economy, and that is rising. Each month, the City issues an average of over 100 new single family home permits.

Water is a monopoly. We can hardly go somewhere else to get water.. We are captive. Calculate out the cost to the average homeowner with a 40% and 124% raise:

Monthly water bill: Now \$35 will be \$49 per month Monthly sewer bill: Now \$35 will be \$150 per month Total \$199 per month

Homeowners Association Fees will be raised to accommodate the 500% increase for reclaimed water - which will be passed on the Homeowner at an unknown amount... Why such an increase? It would probably be cheaper to use drinking water. So an increase of \$130 for personal billing and probably at least \$50 for Homeowners fires. \$200 increase for water alone each month. That is extreme!!!! Would you like to be held at ransom for that? Impact fees were put in place for this purpose.

Please do not approve the rate increase. A monopoly for a life necessity should not be concerned about profits for stock owners, especially when over expansion. and poor management is the reason for the increase.

Sincerely,

Nancy Lockridge  
Homeowner and Registered Voter

████████████████████  
Maricopa AZ 85139  
\*End of Complaint\*

**Utilities' Response:**

N/A  
\*End of Response\*

**Investigator's Comments and Disposition:**

09/15/09\*\*\*\*\*DOCKET NO'S.SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W02450A-09-09-0081, W-01212A-09-0082

REFERENCE GLOBAL WATER-SANTA CRUZ COMPANY

Opinion noted and filed in Docket Numbers by Trish Meeter

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\*End of Comments\*

**Date Completed: 9/16/2009**

**Opinion No. 2009 - 81828**

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

**Investigator:** Jenny Gomez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 81853 Date: 9/17/2009**

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

**Complaint By:** **First:** Norma **Last:** Collins

**Account Name:** Norma Collins **Home:** (000) 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:**

\*\*\*\*\*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

To: Arizona Corporation Commission  
Utilities Division  
1200 W. Washington Street  
Phoenix, Arizona 85007-2996

From: Maricopa, Arizona Residents

Re: Global Water Rate Increase 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

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

Increased utility cost, at the requested level, not only effects my personal financial budget but the Homeowners Association that I live in will be placed in a worse financial condition than it is already in due to delinquencies and foreclosures.

The proposed rate increases are solely to provide a higher rate of return for the investors and no improvements to service, quality of water or distribution ability is planned.

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

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Maricopa is one of the hardest hit areas in the country with foreclosures. Any of these proposed increases will be detrimental to attracting builders and/or buyers which will further stigmatize our real estate values and the desirability of this area. Associations cannot raise assessments enough to cover this increase which means landscaped areas will not be adequately watered. Aesthetics draw builders and buyers which will be less likely to happen if these increases are approved.

\*End of Complaint\*

**Utilities' Response:**

N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

\*\*\*\*\*Docket Numbers: SW-20445A-09-0077, 1R1-02451A-09-0078, W-01732A-09-0079  
W-20446A-09-0080  
W-02450A-09-0081  
W-01212A-09-0082

REFERENCE: GLOBAL WATER-SANTA CRUZ COMPANY

Opinion noted and filed in Docket Numbers by Trish Meeter

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\*End of Comments\*

**Date Completed: 9/17/2009**

**Opinion No. 2009 - 81853**

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

**Investigator:** Jenny Gomez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 81852 Date: 9/17/2009**

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

**Complaint By:** **First:** Pamela **Last:** Collins

**Account Name:** Pamela Collins **Home:** (000) 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:**

\*\*\*\*\*DOCKET NO'S SW-20445A-09-0077 W-024S1A-09-0078 W-01732A-09-0079 W-20446A-09-0080 W-0245OA-09-0081 W-01212A-09-0082

REFERENCE: GLOBAL WATER-SANTA CRUZ COMPANY

To: Arizona Corporation Commission  
Utilities Division  
100 W. Washington Street  
Phoenix, Arizona 85007-2996

From: Maricopa, Arizona Residents  
Re: Global Water Rate Increase  
Docket Numbers: SW-20445A-09-0077 W-024S1A-09-0078 W-01732A-09-0079 W-20446A-09-0080 W-0245OA-09-0081 W-01212A-09-0082

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Increased utility cost, at the requested level, not only effects my personal financial budget but the Homeowners Association that I live in will be placed in a worse financial condition than it is already in due to delinquencies and foreclosures.

The proposed rate increases are solely to provide a higher rate of return for the investors and no improvements to service, quality of water or distribution ability is planned.

Maricopa is one of the hardest hit areas in the country with foreclosures. Any of these proposed increases will be detrimental to attracting builders and/or buyers which will further stigmatize our real estate values and the

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

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desirability of this area. Associations cannot raise assessments enough to cover this increase which means landscaped areas will not be adequately" watered. Aesthetics draw builders and buyers which will be less likely to happen if these increases are approved.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

9/17/09\*\*\*\*\*DOCKET NO'S SW-20445A-09-0077 W-024S1A-09-0078 W-01732A-09-0079 W-20446A-09-0080 W-024\$OA-09-0081 W-01212A-09-0082

REFERENCE: GLOBAL WATER-SANTA CRUZ COMPANY

Opinion noted and filed in Docket Numbers by Trish Meeter

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\*End of Comments\*

**Date Completed: 9/17/2009**

**Opinion No. 2009 - 81852**

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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:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Inquiry No.** 2009 81781

**Date:** 9/14/2009

**Complaint Description:** 05F Quality of Service - Can't Reach Company  
N/A Not Applicable

**Complaint By:** First: Tammy Last: Staples

**Account Name:** Tammy Staples

**Home:** [REDACTED]

**Street:** [REDACTED] Backhorn

**Work:**

**City:** Maricopy

**CBR:**

**State:** AZ **Zip:** 85139

**is:**

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

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Customer stated no one answered the phone when dialing the company. She wants to terminate her service.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Called company. Left message to contact the customer.

9/14

Called customer. Some one from the company contacted her.

\*End of Comments\*

**Date Completed:** 9/14/2009

**Inquiry No.** 2009 - 81781

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:** Richard Martinez      **Phone:** [REDACTED]      **Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 81514**      **Date:** 8/28/2009

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

**Complaint By:**      **First:** William      **Last:** Dennerline

**Account Name:** William Dennerline      **Home:** [REDACTED]

**Street:** [REDACTED]      **Work:**

**City:** Maricopa      **CBR:** [REDACTED]

**State:** AZ      **Zip:** 85138      **is:** E-Mail

**Utility Company:** Global Water-Palo Verde Utilities Company

**Division:** Sewer

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

**Nature of Complaint:**

Docket Nos. SW-20445A-09-0077  
W-02451A-09-0078; W-01732A-09-0079; W-20446A-09-0080; W-02450A-09-0081; W-0121A-09-0082

Please do not approve rate increase requested by Global Water for Maricopa, Az. We are retired residents living on a fixed income. We were required to pay Global Water \$150 to change out our 1 in. meter last year. Our water bills dropped from \$160 to \$70 range with this change. The proposed meter rate increases are unbelievable! The proposed increase for reclaimed water used in our common areas and lakes is excessive and cannot be supported by residential HOA's. We purchased this property to be on the lake and enjoy the wildlife. Residents of Maricopa are working class or retired cannot afford the proposed increase in any monthly bill. If the excesssive rates are approved, Maricopa will be "brown". Global Water should have an obligation to contribute to our community in its continued growth. Thank you.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Global Water-Palo Verde Utilities Company - Docket Nos.:

SW-20445A-09-0077  
W-02451A-09-0078; W-01732A-09-0079; W-20446A-09-0080; W-02450A-09-0081; W-0121A-09-0082

FILE CLOSED.

\*End of Comments\*

**Date Completed:** 8/28/2009

**Opinion No.** 2009 - 81514