

SW-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 COMMI  
UTILITY COMPLAINT FORM



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47  
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Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81990

Date: 9/23/2009

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

Complaint By: First: Bradley and Brenda Last: DeWitt

Account Name: Bradley and Brenda DeWitt

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 -

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

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

Arizona Corporation Commission

RECEIVED

SEP 23 2009

[REDACTED] [Signature]

RECEIVED  
2009 SEP 25 A 9:44  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

To Whom It May Concern:

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

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

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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.

Bradley DeWitt  
Brenda DeWitt

[REDACTED]  
Maricopa, AZ 85138  
\*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: 9/24/2009**

**Opinion No. 2009 - 81990**

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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 81991

Date: 9/23/2009

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

Complaint By: First: Holly Last: Hommel

Account Name: Holly Hommel

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 -

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

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

To Whom It May Concern:

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:

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

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Holly Hommel

[REDACTED]  
Maricopa, AZ 85138

\*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: 9/24/2009**

**Opinion No. 2009 - 81991**

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SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079  
W-20445A-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 81992 Date: 9/23/2009**

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

**Complaint By:** **First:** Norman/Mary **Last:** Vickers/Dooley

**Account Name:** Norman/Mary Vickers/Dooley **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:** [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 -

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

September 21, 2009

Reference: Water Rate Increase's - SW-20445A-09-077, W-02451A-09-0078  
W-01732A-09-0079, W-20446A-09-0080  
W-02450A-09-0081, W-01212A-09-0082

From: Norman Vickers & Mary Dooley  
[REDACTED]  
Maricopa, AZ. 85139  
[REDACTED]

My name is Norman Vickers and my wives name is Mary Dooley. We moved to the Phoenix valley in July 2005. I retired as a law enforcement officer from the state of New Mexico.

We recently received a notice from our home owners association of the commissions intent on raising our basic sewer rates 119.2% over 3 years. Base water rate 40% with a 6 tier usage billing. Reclaimed (effluent) water used for common area irrigation 500%.

To us these numbers are astronomically high and not warranted by any means what so ever. In this financially

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

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troubled times what are you thinking? There are home forelosures all over the entire valley. So why would anyone in their right mind think of astronomically huge increase's in basic utility bills?

We do not condon or support any increase of these huge numbers.

Sincerely:

Norman Vickers

Mary Dooley  
\*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: 9/24/2009**

**Opinion No. 2009 - 81992**

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

W-20446A-09-0080  
W-20450A-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 81971

Date: 9/22/2009

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

Complaint By: First: Pamela Last: Hilliard

Account Name: Pamela Hilliard Home: (000) 000-0000

Street: n/a Work:

City: n/a CBR: [REDACTED]

State: AZ Zip: n/a is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

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

Nature of Complaint:

9/22  
From: Pamela Hilliard [REDACTED]  
Sent: Tuesday, September 22, 2009 8:24 AM  
To: Utilities Div - Mailbox  
Subject: Global Water rate increase

I am the Community Manager for Rancho El Dorado Phase III in Maricopa AZ and also a resident at Rancho El Dorado HOA in Maricopa. My concern is regarding the rate increases requested by Global Water and all their subsidiaries. Docket numbers relating to this issue are:

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

On the sewer rate increase amounting to 119% over a 3 year period: I believe an increase of this amount is

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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extremely high and detrimental to the development and desirability of our Community. Rates for sewer services are already far higher than most cities and will severely impact our financial hardship of the families in Maricopa and other outlying areas services by this company.

On the base potable water rate increase of 40%: This is also an extreme increase to a base rate already higher than other water providers in Arizona. My base water bill including sewer is \$65.00 per month now so the addition is going to make it very difficult to pay my bills.

On the six tiered usage billing system proposed: My family is two people. My home is 1456 sq ft. I have 45 square feet of turf in my yard and low water use plants. I teach landscape classes and am very familiar with appropriate water needs and conservation. My turf was watered no more than 3 days per week during our extreme heat this summer to minimize usage and I still am above the 7001 gallons Global Water is saying should be sufficient for my household needs. I believe the largest reason for this is all the homes (or most of them) in Maricopa are built with post tension slabs. We have very expansive soils in Maricopa and all our plumbing is through the attic. When it is 160+ degrees in your attic, pipes running through that temperature makes the water so hot, it must be run for almost 10 minutes before we can get it cooled enough to even take a shower. This is not an exaggeration. There is no possible way I can minimize my use of water so I will be in the 2 or 3rd level of billing which will increase my water and sewer bill to over \$100.00 per month. Most Cities include trash service with their billing. We have private services for both water/sewer and trash so our monthly outflow of funds for these services is approximately double any city in the valley. This will force residents to stop watering their landscape in our community and be very detrimental to the desirability of our homes.

On the reclaimed (effluent) water rate increase requested at 500%: This is absolutely ridiculous. The quality of that effluent water is so bad that our irrigation systems for the HOA's have needed to be retrofitted with acid injection systems to keep the calcium from clogging our lines and irrigation heads. The quality of that water causes the HOA's to pay for major irrigation repairs on an ongoing basis. Plants are affected by the high salt content and high calcium content and require replacement constantly. There is no possible way the HOA's can increase their assessments to homeowners enough to cover this increase. Those communities that are on potable water will be at the highest use level and again, cannot possibly raise assessments enough to be able to continue to water their common areas.

If these rate increases are approved it will mean residents will not be able to afford to water their own yard landscape. It will mean the HOA's will not be able to properly or even close to properly maintain their common areas. Builders will not be attracted to Maricopa or the other outlying areas serviced by Global Water or their subsidiary companies. Buyers will not be drawn to communities that have brown turf, dying plants, minimal vegetation that can survive in this situation.

Global has stated at numerous meetings that they are requesting this increase to increase the rate of return for their investors that are only earning between 3 and 4 percent. I would be happy to earn 3 or 4 percent on my investments in this economic crisis this country is in! Many HOA's in Maricopa are already in financial difficulty due to the high rate of foreclosures and delinquent owners. This is going to more detrimental than anything that has come to pass so far and I am very worried about the future of this City if this trend continues. Rate increases of this level are simply going to push everyone over the edge and make Maricopa a "brown" town.

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

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Service improvements are not a reason given for the increase request. Global has reduced their hours by 50%. We (and I have tried) wait on hold for 30 or more minutes to get a person on the phone to assist with an issue with billing. They bill incorrectly (especially the HOA's). One of our communities received a \$30,000+ bill for a potable water park in Glennwilde for one month. There is no physical way that could have been correct. I had to fight to get Global Water to correct this. It was explained to me that they had a system read error and a billing error of adding 0's to both the reading and the billing which was supposed to be the cause. Many errors in billing occur.

Quality of water is another issue. I understand ground water is higher in calcium and salts in Arizona but I personally had all my dishes and glasses ruined by the water in Maricopa. I had all clear glass and after 3 months, they were completely cloudy and even soaking them in CLR would not take it off.

Drains in the street gutters smell so bad that when we drive by it makes us feel ill.

I am the lead contact for Developer Control HOA's in Maricopa. Communities that have not yet turned over to homeowner control as they are not yet built out enough. I work with all the community managers and would be happy to forward any information you would like to have out there.

Thank you for taking time to read my email.

Pamela Hilliard, CAAM

Area Manager

AAM, LLC

Direct line: [REDACTED]

Fax line: [REDACTED]

Main Line: [REDACTED]

[REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

docketed

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 9/22/2009

Opinion No. 2009 - 81971

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