

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



0000103973

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82274

Date: 10/8/2009

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

First:

Last:

Complaint By: Skip Torrance

Account Name: Skip Torrance

Home: (000) 000-0000

Street: n/a

Work:

City: Maricopa

CBR:

State: AZ Zip: 00000

is: Work

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

Emailed

Santa Cruz system

From: Torrance, Arthur F [mailto:
Sent: Wednesday, October 07, 2009 9:00 AM
To: Utilities Div - Mailbox
Subject: Global Water Price hike

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2009 OCT 16 P 12:33

RECEIVED

I, a concerned citizen of Maricopa, firmly demand that the Arizona Corporation Commission refuse Global Water's request to increase rates.

Global Water's quality and service is the worst I have experienced.

(see Docket #: SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, and W-01212A-09-0082).

Skip Torrance

End of Complaint

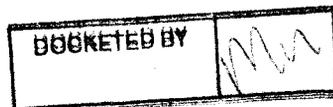
Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission

DOCKETED

OCT 16 2009



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

10/08/09 I left a detailed voice mail message for Mr. Torrance advising him that his comments regarding 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 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.

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 directly at ()
End of Comments

Date Completed: 10/8/2009

Opinion No. 2009 - 82274

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: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82275

Date: 10/8/2009

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

First:

Last:

Complaint By: Carey

Foster

Account Name: Carey Foster

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR: 000-000-0000

State: AZ Zip: 85138

is: Other

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

10/08/09 Emailed

Santa Cruz system

From: Carey Foster [mailto:
Sent: Wednesday, October 07, 2009 12:20 PM
To: Utilities Div - Mailbox
Subject: Global Water rate hike complaint

Hello,

To whom it may concern,

Is there a special form I need to fill out to formally object to Global Waters rate hike increase? I can't believe they want to raise their rates 115% over what we are paying now. This is just plain ridiculous. My family and I are strapped financially as it is and cannot afford this increase. It takes the food right out of my children's mouths. I'm sure upper management of Global Water can live with out their bonus's because I'm the water quality will not improve as a result. We shouldn't have to pay for that. Please do not give them their rate hike. They need to file bankruptcy instead before they hurt the thousands of family in Maricopa. Thank you for your time.

Sincerely,

Carey Foster

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docket numbers associated to this inquiry:

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

Utilities' Response:

Investigator's Comments and Disposition:

10/08/09 I spoke with Mr. Foster advising him that his comments regarding 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 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.

Staff appreciates your comments and the interest taken on the proposed rate increase. CLOSED.
End of Comments

Date Completed: 10/8/2009

Opinion No. 2009 - 82275

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

10/08/09 Email response

This is to acknowledge receipt of your email dated October 7, 2009 regarding 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 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.

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

End of Comments

Date Completed: 10/8/2009

Opinion No. 2009 - 82276

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: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82277

Date: 10/8/2009

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

Complaint By: **First:** Mary R **Last:** Knudson

Account Name: Mary R Knudson **Home:** (000) 000-0000

Street: n/a **Work:** (000) 000-0000

City: Maricopa **CBR:**

State: AZ **Zip:** 00000 **is:** E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco **Contact Phone:**

Nature of Complaint:

Emailed

Santa Cruz system

From: Ramie Knudson [mailto:...]
Sent: Wednesday, October 07, 2009 3:40 PM
To: Utilities Div - Mailbox
Subject: Water Cost Increase

Consumer Services/Utilities Division:
The following docket numbers SW-20445A-09-0077,W-02451A-09-0078,W-01732A-09-0079,W20446A-09-0080,W02450A-09-0081,W-0121A-09-0082.

To Whom It May Concern:

The water cost increase is not acceptable for those of us who are struggling to make ends meet. Our home is in Province in Maricopa. We are already making every effort to keep our usage as low as possible in order to keep prices down. We cannot tolerate any increases in water costs, especially now in these difficult economic times. Hundreds of people have moved way out here to Maricopa in order to save money. Higher prices in utilities are not a good endorsement to those who may be thinking about moving to Maricopa in the future.

Please be urged NOT TO ALLOW ANY WATER-COST INCREASES.

Respectfully,

Mary R. Knudson

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Maricopa
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/08/09 Email response

This is to acknowledge receipt of your email dated October 7, 2009 regarding 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 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.

Staff appreciates your comments and the interest taken on the proposed rate increase. CLOSED.
End of Comments

Date Completed: 10/8/2009

Opinion No. 2009 - 82277

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 COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82089

Date: 9/29/2009

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

Complaint By: **First:** Kelly **Last:** Jaress

Account Name: Kelly Jaress

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:** 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

-----Original Message-----

From: Jaress, Kelly
Sent: Friday, September 25, 2009 1:04 PM
To: Utilities Div - Mailbox
Subject: Global water increase protest

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:

1. 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. We cannot afford this in today's economy.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2. 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. Global Water already charges far more for their service than other comparable companies/municipalities. Their proposed rate increases will end up with charges 3-4 times what I paid to the City of Tempe - which also included trash-pickup!!!!

3. 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.

Kelly Jaress

Maricopa, AZ 85138
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/29/09 Emailed the customer the following.

September 29, 2009

RE: GLOBAL WATER SANTA CRUZ

Dear Water Customer:

Your letter regarding the Global Water Santa Cruz ("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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/29/2009

Opinion No. 2009 - 82089

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: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 82407

Date: 10/15/2009

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

First:

Last:

Complaint By: Karen & Robert

Wright

Account Name: Karen & Robert Wright

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: 85238

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

To: Arizona Corporation Commission
Re: Proposed water rate increases

Dear sirs,

We have recently been made aware that Global Water has proposed a water rate increase for our area and others they service. We have reviewed the proposed increases they have issued and feel strongly that these increases are inordinately high. To permit these kind of increases during these times when families are struggling to make ends meet and many, many people are out of work seems to us to be unconscionable. We are already paying some of the highest water and sewer rates in the state.

We are sending this letter to voice our concerns with the following docket numbers proposed by Global Water:
SW-20445A-09-0077 W-02451 A-09-0078 W-O1 732A-09-0079
W-20446A-09-0080 W-02450A-09-0081 W-O1 21 2A-09-0082

Please take into consideration the current economy and all of the people stwggling during these hard times when you revue these proposals. We have attached the letter from our HOA regarding these increases.

Tr4%t

Karen Wright and Robert Wright
Rancho El Dorado homeowners in Maricopa, Az

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 10/15/2009

Opinion No. 2009 - 82407

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: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 82402

Date: 10/15/2009

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

Complaint By: First: Last:
R & C Poitras

Account Name: R & C Poitras Home: (000) 000-0000

Street: [REDACTED] Work:

City: Maricopa CBR:

State: AZ Zip: 85238 is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

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

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:

The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.

- The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, infrastructures.
- Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

buyers.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 10/15/2009

Opinion No. 2009 - 82402

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

ZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82405

Date: 10/15/2009

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

Complaint By: **First:** Scott **Last:** McRae

Account Name: Scott McRae

Home: (000) 000-0000

Street: n/a

Work:

City: Maricopa

CBF [REDACTED]

State: AZ **Zip:** 85139

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/15
From: Scott Mcrae [REDACTED]
Sent: Thursday, October 15, 2009 12:15 PM
To: Utilities Div - Mailbox
Subject: Proposed rate hike

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, AZ located in Pinal Co, do hereby oppose the proposed increases from Global Water for the following reasons:

To Arizona Corporation Commission

Utilities Division

1200 w Washington Street

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Phoenix, AZ 85007-2996

From xxxx

RE: Docket Numbers: SW-20445A-09-0077

The proposed increase will have a financial impact on my personal budget as well as the HOA's budget, of which I am a member. The HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make the condition worse.

The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, infrastructures.

Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

If there is an explanation for the rate hike other than the aforementioned in this letter, could you please provide it to us. It's a difficult time for everyone in this community as well as others, and to arbitrarily propose rate hikes without providing anything to the consumer in return is simply holding our collective feet to the fire. We are trying to find ways to be able to afford what we have and in the long run, this makes it more difficult on everyone from the homeowner to the business owner.

Sincerely,

Scott McRae

Maricopa homeowner and resident

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Docketed SW 20445A-09-0077 W 02451A-09-0078 W 01732A-09-0079 W 020446A-09-0080 W-02450A-09-0081 W 01212A-09-0082
End of Comments

Date Completed: 10/15/2009

Opinion No. 2009 - 82405

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: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 82395 **Date:** 10/15/2009

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

Complaint By: **First:** Larry & Kathy **Last:** Burlingame

Account Name: Larry & Kathy Burlingame **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:

[REDACTED]
Maricopa, AZ 85138-1555

[REDACTED]
Larry Kath@hotmail.com
October 12, 2009
Arizona Corporation Commission
Utilities Division
1200W Washington Strset
Phoenix, AZ 85007-2996

To whom it may concern,

Please do not pass the rate increase requested by Global Water. This would cause a great hardship for the people that live in Maricopa, AZ. We think a 500% increase in reclaimed water is extreme. This would cause our HOA fees to go up and our water bill would go up due to a 40% increase in water rates. They would also like to raise our sewer rates. We already pay a minimum water and sewer bill of \$75.00 a month and I don't think we can afford to pay more. Also we have no idea why, since we have a 1" water line to our home, we have to pay double verses a home with a 3/4" water line.

Please vote NO on SW20445-090077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081., W-01732A-09-0079 and W-01212A-09-0082.

Thank You
We appreciate your time and help
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 10/15/2009

Opinion No. 2009 - 82395

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2009 - 82423

Date: 10/16/2009

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

Complaint By: **First:** Lanisa **Last:** Richmond

Account Name: Lanisa Richmond **Home:** (623) 552-0158

Street: 25840 W. Globe **Work:**

City: Buckeye **CBR:**

State: AZ **Zip:** 85326 **is:**

Utility Company: Water Utility of Greater Buckeye, Inc.

Division: Water

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

Nature of Complaint:

Customer against rate increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 10/16/2009

Opinion No. 2009 - 82423

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

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

W-01732A-09-0079

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 82291

Date: 10/9/2009

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

Complaint By: **First:** Rita & Roger **Last:** Fonder

Account Name: Rita & Roger Fonder

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ **Zip:** 85233

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

Received the following correspondence:

To: Arizona Corp. Commission

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

I am writing to Oppose these ludicrous increases that are being proposed by Global Water & their subsidiaries.

Considering the present economy and the fact that NO ONE is receiving increases in their salary Only decreases. Where will this money come from??

If you grant these increases you are only making it more impossible for people to stay in their homes and pay their bills.

Everyone knows families have cut back on ALL Spending and are just trying to hang on.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Please do not grant these increases on such a necessity.

We are all aware that Global is one of the highest in the area now.

Please deny these requests!

Thank You

Rita & Roger Fonder

[REDACTED]

Maricopa, AZ 85233
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Global Water-Santa Cruz Water Company- Docket Nos.:

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

FILE CLOSED.
End of Comments

Date Completed: 10/9/2009

Opinion No. 2009 - 82291

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82302

Date: 10/9/2009

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

Complaint By: **First:** Michael E. **Last:** Osyczka

Account Name: Michael E. Osyczka

Home: (000) 000-0000

Street: email address

Work:

City: Maricopa

CBR: [REDACTED]

State: AZ Zip: 85239

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Michael E. Osyczka [REDACTED]
Sent: Saturday, October 03, 2009 2:44 PM
To: Utilities Div - Mailbox
Cc: Michael Osyczka
Subject: Global Water Rate Increase

To: Arizona Corporation Commission

Utilities Division

1200 W. Washington Street

Phoenix, AZ 85007-2996

From: A Maricopa, Arizona Resident

Regarding Docket Numbers:

SW-20445A-09-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

W-02450A-09-0081

W-01212A-09-0082

To whom it may concern,

Please be advised that I am totally opposed to any rate increases that Global Water is proposing. Our rates are very high as it is and we pay for water, even if we don't use it. They (Global Water) are also responsible for making sure the fire hydrants are working properly. They have not done so, and one home was destroyed because the fire hydrant was not working. I thank you for including my strong opposition to this proposed rate increase.

Sincerely,

Michael Osyczka, Resident
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Global Water-Santa Cruz Water Company - 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

FILE CLOSED.
End of Comments

Date Completed: 10/9/2009

Opinion No. 2009 - 82302

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82255

Date: 10/7/2009

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

Complaint By: **First:** Michael **Last:** Pfent

Account Name: Michael Pfent

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Glendale

CBR: [REDACTED]

State: AZ **Zip:** 85307

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****DOCKET NO. SW-20445A-09A-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079, W-01212A-09-0082

REFERENCE: GLOBAL WATER-SANTA CRUZ WATER CO.

VERY BAD TIMING. PLEASE STOP THIS.

We are writing regarding the excessive charges for water planned for the near future in Maricopa. At that time the economy will continue to be in dire straits (Jan 2010). There are many a senior citizen on a fixed income as well as families struggling to put food on the table. Many have to drive to work if they even have a job. The cost of gasoline has gone up. For 7 people to have control over such as essential need as water is unconscionable.

docket numbers:
SW-20445A-09A-0077
W-20446A-09-0080
W-02451A-09-0078
W-02450A-09-0081
W-01732A-09-0079
W-01212A-09-0082
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

*****DOCKET NO. SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: GLOBAL WATER-SANTA CRUZ WATER CO.

Opinion noted and file in Docket Numbers by Trish Meeter.

End of Comments

Date Completed: 10/7/2009

Opinion No. 2009 - 82255

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED] 0

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82261

Date: 10/7/2009

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

Complaint By: **First:** Bill & Jan **Last:** Grant

Account Name: Bill & Jan Grant

Home: (000) 000-0000

Street: [REDACTED]

Work: [REDACTED]

City: Maricopa

CBR: [REDACTED]

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

REFERENCE: GLOBAL WATER-SANTA CRUZ WATER CO.

We are writing concerning the proposed increase in the water bills in Maricopa. We realize Global Water may have had some Increase in costs of doing business these past few years. However, we do not feel it is our responsibility to pick up the slack because of the housing crisis. Had the housing market held strong, was Global Water planning to share the profits with each of us? We would all like to be getting a 10%/° return on our investments right now, however, the economy dictates otherwise.

Senior citizens have felt it necessary to get extra jobs to supplement their fixed incomes. Young families are struggling to keep their homes. Neither need an increase in their utility bills. We feel a price increase is not warranted at this time.

Sincerely,

Bill and Jan Grant
[REDACTED]
Maricopa, Arizona 85138
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

*****DOCKET NO. SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080,
W-02450A-09-0081, W-01212A-09-0082

REFERENCE: GLOBAL WATER-SANTA CRUZ WATER CO.

Opinion noted and file in Docket No's by Trish Meeter

End of Comments

Date Completed: 10/7/2009

Opinion No. 2009 - 82261

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82355

Date: 10/13/2009

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

Complaint By: **First:** Virginia **Last:** Torres

Account Name: Virginia Torres

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:

10-5-09

Gentlemen,

I am writing this letter in opposition of the proposed water rate increase, proposed by Global Water for Maricopa and Rancho El Dorado, the community I live in. This increase will not only affect my house hold budget, but will also affect my H.O.A. They also will have to raise their rate so it will affect me and everyone twice. This will seriously hurt a lot of people who are on fixed budget like myself. Such a large is increase at one time is not only shameful, but bad management of Global Water in the past years.

I urge you to say no to such a ridiculous increase and use common sense and fairness in your decision. A lot of homeowners are very upset and scared, at this increase, at these bad economic times.

Thank You
Virginia Torres

Docket Numbers:
SW-20445A-09-0077
W-20446A-09-0080
W-02451A-09-0078
W-02450A-09-0081
W-01732A-09-0079
W-01212A-09-0082
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

docket in all dockets for Global
End of Comments

Date Completed: 10/13/2009

Opinion No. 2009 - 82355

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82345

Date: 10/13/2009

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

Complaint By: **First:** William **Last:** Lundy

Account Name: William Lundy

Home: (000) 000-0000

Street: [REDACTED] d.

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:

10/7/2009

William H Lundy
[REDACTED]
Maricopa, AZ 95139-9123

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on:

W-02451A-09-0078

W-20445A-09-0077

W-01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

Docket Number: SW-20445A-09-0077

Case or Utility Name: Global Water

Position on Docket: Con

I wish to submit my strong opposition to the exorbitant and outrageous request for a one-hundred and fifteen (115.00) percent increase in the Palo Verde wastewater charges that Global Water has requested. Homeowners in Maricopa are struggling to hold on to their homes, and many have already lost their homes and the high water and wastewater costs have been a major factor. Approval of such an outrageous increase would exacerbate the extremely tenuous problem of holding on to one's home in Maricopa- the situation is frightening.

I respectfully request that you deny Global Water's request, and suggest to them that they need to take cost-

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

cutting measures in-house first, such as downsizing the lavish office in Maricopa; reducing the huge salaries of corporate personnel to the point where they can share some of the pain that the homeowners in Maricopa are feeling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 10/13/2009

Opinion No. 2009 - 82345

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82341

Date: 10/13/2009

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

Complaint By: First: Svetlana Last: Nevostrueva

Account Name: Svetlana Nevostrueva

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: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Please reference the following docket numbers

SW-20445A-09-0077 W-0245 1 A-09-0078

October 6, 2009 W-01732A-09-0079 W-20446A-09-0080

W-02450A-09-008 1 W-01 212A-09-0082

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, impolite 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 very hard water, something that other water companies, that charge less, will treat it before delivering.

I guess I am spoiled, having moved from a different state of Colorado that did 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 Boulder 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 peculiar 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. When you sign up for service, they are the only utility provider that chooses 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 also their rates should be decreased. These rates are going to add an undo strain on my neighbor's finances and mine. I cannot believe that Global Water would be so insensitive 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, which will lead to an already high foreclosure rate.

Thank you in advance for your consideration in this matter.

Sincerely,

Svetlana Nevostrueva

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

[REDACTED]
Maricopa, AZ 85139
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed. Separate Inquiry sent to company (82339) regarding deposit refunds and reconnection fee not having been credited to the account (per customer's comments)

End of Comments

Date Completed: 10/13/2009

Opinion No. 2009 - 82341

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82344

Date: 10/13/2009

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

Complaint By: **First:** Joanna **Last:** Taylor

Account Name: Joanna Taylor

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:

Joanna Taylor 9

43644 W. Courtney Dr.
Maricopa, AZ 85138

E-mail [REDACTED]

Arizona Corporation Commission
Utilities Division

1200 W. Washington St. Phoenix, AZ 85007-2996

Hearing date: 12/14/09

Docket numbers:

SW-20445A-09-0077 W-02451A-08-0078 W-01 732A-09-0079

W-20446A-09-0080 W-02450A-09-008 1 W-01212A-09-0082

Dear Sirs:

It has been brought to my attention that significant rate increases are on the docket for December 14, 2009. Please vote down/no on these measures as they would further create hardship and drive people away from living in the great state of Arizona.

First, I purchased a home in Maricopa, AZ because I could not afford a home in the Phoenix/metro area. The reason why I chose to live in an area that requires a significant drive to any facilities was purely economic. With the proposed rate increase, it will now be more expensive to live in the city of Maricopa versus the Phoenix metro area. Why should I continue to reside so far out of town? I might as well move into the city and save the gas/wear and tear on my vehicle, in addition to saving my valuable time. I am certain I am not the only resident who feels this way.

Secondly, I was a bill paying resident of California for approximately 10 years. I found it completely ridiculous that my cost of living (when I purchased a home in Arizona) actually INCREASED from living in Palm Desert, CA. Both cities have the same desert climate, my houses are very similar in square footage, so the misnomer of saving money due to cost of living is ridiculous. And even more ridiculous if these rate increases take effect. Arizona will continue to bleed residents until they get theft act together.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Third, as foreclosures continue to increase, families are losing jobs and struggling to pay bills. This rate increase will certainly contribute to continual blight and more families losing homes and moving out of Arizona. Need I mention the loss of state revenue due to the decrease of residents?

If similar rate increases take effect, I will definitely consider selling my home in Maricopa, AZ, and residing primarily in California once again. I understand I would be selling my home at a significant loss, but I personally cannot afford the effects of this significant increase.

Sincerely,

Joanna Taylor

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed.

End of Comments

Date Completed: 10/13/2009

Opinion No. 2009 - 82344

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82403

Date: 10/15/2009

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

Complaint By: **First:** Greg **Last:** Zehring

Account Name:

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR: [REDACTED]

State: AZ **Zip:** 85139

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/15

From: Greg Zehring [REDACTED]
Sent: Thursday, October 15, 2009 11:49 AM
To: Utilities Div - Mailbox
Subject: Global Water Rate Hikes

Arizona Corporate Commission
Utilities Division
1200 West Washington Street
Phoenix AZ 85007-2996

Greg Zehring
[REDACTED]
Maricopa AZ 85138
[REDACTED]

Ref; 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

UTILITY COMPLAINT FORM

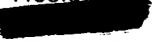
To whom it may concern;

In the matter of the afore mentioned 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;

The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.

The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, infrastructures.

Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of the biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

Sincerely,
Gregory M. Zehring
Resident of Rancho El Dorado


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed SW 20445A-09-0077 W 02451A-09-0078 W 01732A-09-0079 W 020446A-09-0080 W-02450A-09-0081 W 01212A-09-0082

End of Comments

Date Completed: 10/15/2009

Opinion No. 2009 - 82403

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82400

Date: 10/15/2009

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

Complaint By: **First:** Duskins **Last:** Perkins

Account Name: Duskins Perkins

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR: [REDACTED]

State: AZ **Zip:** 85139

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/15
From: Dustin Perkins [REDACTED]
Sent: Thursday, October 15, 2009 8:21 AM
To: Utilities Div - Mailbox
Subject: Global Water Rate Increase

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

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:

The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions much worse.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, infrastructure.

Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

If there is any need to contact me my name is Dustin Perkins. My address is [REDACTED]
Az 85138. My phone number is [REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed SW 20445A-09-0077 W 02451A-09-0078 W 01732A-09-0079 W 020446A-09-0080 W-02450A-09-0081 W 01212A-09-0082
End of Comments

Date Completed: 10/15/2009

Opinion No. 2009 - 82400

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82406

Date: 10/15/2009

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

Complaint By: **First:** Liliana Ramirez **Last:** Ramirez

Account Name:

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ **Zip:** 85139

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/15

From: liliana ramirez [REDACTED]

Sent: Thursday, October 15, 2009 12:57 PM

To: Utilities Div - Mailbox

Subject: Global Water rate Hikes

Arizona Corporate Commission
Utilities Division
1200 West Washington Street
Phoenix AZ 85007-2996

Liliana Ramirez
[REDACTED]

Maricopa AZ 85138
[REDACTED]

Ref; 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
UTILITY COMPLAINT FORM

To whom it may concern;

In the matter of the afore mentioned 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;

The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.

The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, infrastructures.

Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of the biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

Sincerely,
Liliana Ramirez
Resident of Rancho El Dorado


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed SW 20445A-09-0077 W 02451A-09-0078 W 01732A-09-0079 W 020446A-09-0080 W-02450A-09-0081 W 01212A-09-0082

End of Comments

Date Completed: 10/15/2009

Opinion No. 2009 - 82406

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82409

Date: 10/15/2009

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

Complaint By: **Denice** **Viscaino**

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

Street: n/a

Work:

City: Maricopa

CBR: [REDACTED] .com

State: AZ **Zip:** 85139

is: E-Mail

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

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Denice Viscaino [REDACTED]
Sent: Wednesday, October 14, 2009 8:18 PM
To: Utilities Div - Mailbox
Subject: complaint

I would like to file a complaint regarding Electrical District 3/ and Global Water Companies in Maricopa, AZ. The rates for ED3 have recently increased without notification. Global Water is currently seeking to increase the average cost of water services from \$75 to a whopping \$120. I cannot understand how these utility companies increase rates in times like these when we are all struggling due to the economic crisis. These changes impact the ability for families to stimulate the economy through our disposable income. I am very dissapointed and concerned about the pending changes and would like to voice my opinion. If there is anything I can do to prevent this from happening, please advise.

Thank You Kindly,
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed SW 20445A-09-0077 W 02451A-09-0078 W 01732A-09-0079 W 020446A-09-0080 W-02450A-09-0081 W 01212A-09-0082

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/15/2009

Opinion No. 2009 - 82409

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: (6 [REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 82343

Date: 10/13/2009

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

First:

Last:

Complaint By: Christopher

Acquart

Account Name: Christopher Acquart

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:

CHRISTOPHERACQUART
[REDACTED]

MARICOPA,AZ. 85138

OCTOBER 5, 2009

ARIZONA CORPORATION COMMISSION

UTILITIES DIVISION

1200 W WASHINGTON STREET,

PHOENIX, AZ.85007

REF: DOCKETS # SW20445A-09-0077

W20446A-09-0080, W0245 1 A-09-0078

W02450A-09-008 1, WO 1 732A-09-0079

WO 121 2A-09-0082

DUE TO THE FACT. THAT THIS RECESSION HAVE PLACE A TREMENDOUS AMOUNT OF BURDEN ON THE WORKING CLASS OF ARIZONA IS NOTHING NEW TO THE EARS OF EVERYONE,AND FOR GLOBAL WATER, AND THEIR SUBSIDIARIES TO REQUEST A RATE INCREASE AT THIS TIME IS BEYOND ANY UNDERSTANDING OF THE PEOPLE THAT ARE EFFECTED THE MOST. I AM SIXTY-THREE YEARS OF AGE, AND UNEMPLOYED. I AM STRUGGLING TO MAKE ENDS MEET AT THIS TIME. MY ALARM COMPANY. INCREASE MY MONITORING FEE BY \$1.79 PER MONTH I HAD TO CANCEL THE SERVICE. MY HOMEOWNER INSURANCE I HAD TO CANCEL I USUALLY WAIT'S THREE FOUR DAYS WHEN MEAT STARTS TO GET DISCOLORED. AND THE STORE PUTS IT ON MANAGER SPECIAL BEFORE I COULD PURCHASE IT I COULD GO ON , AND ON, AND ON.

ANY INCREASE GIVEN TO GLOBAL WATER. AND THEIR SUBSIDIARIES AT THIS TIME WILL HAVE A DEVASTATING EFFECT ON PEOPLE LIKE MYSELF.

SENCERELY YOURS

CHRISTOPHER ACQUART

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: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 82404

Date: 10/15/2009

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

First:

Last:

Complaint By: Roxanne

Peterson

Account Name: Roxanne Peterson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: 85238

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

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

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:

The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.

- The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, infrastructures.
- Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

buyers.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 10/15/2009

Opinion No. 2009 - 82404

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: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 82401

Date: 10/15/2009

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

Complaint By: First: Cathy Last: Dibartolones

Account Name: Cathy Dibartolones Home: (000) 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:

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

From:

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:

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- The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, Infrastructures.
- Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the Increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

buyers
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 10/15/2009

Opinion No. 2009 - 82401

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 82301

Date: 10/9/2009

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

Complaint By: **First:** Beth **Last:** Morrow

Account Name: Beth Morrow

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR: [REDACTED]

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

is: Cellular

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

From: Beth Morrow [mailto:[REDACTED]]
Sent: Saturday, October 03, 2009 11:00 PM
To: Utilities Div - Mailbox
Subject: FW: Global Water Rate Increase

To: Arizona Corporation Commission

Utilities Division

1200 W. Washington Street

Phoenix, AZ 85007-2996

From: A Maricopa, Arizona Resident

Regarding Docket Numbers:

SW-20445A-09-0077

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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,

Please be advised that I am totally opposed to any rate increases that Global Water is proposing. Our rates are very high as it is and we pay for water, even if we don't use it. They (Global Water) are also responsible for making sure the fire hydrants are working properly. They have not done so, and one home was destroyed because the fire hydrant was not working. I thank you for including my strong opposition to this proposed rate increase.

Sincerely,

Beth Morrow, Resident
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Global Water-Santa Cruz Water Company - 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

FILE CLOSED.
End of Comments

Date Completed: 10/9/2009

Opinion No. 2009 - 82301

5W-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 82305

Date: 10/9/2009

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

Complaint By: **First:** Albert J. **Last:** Copley

Account Name: Albert J. Copley

Home: (000) 000-0000

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:

From: Albert Copley [mailto:[REDACTED]]
Sent: Monday, October 05, 2009 9:34 AM
To: Utilities Div - Mailbox
Cc: [REDACTED]
Subject: Global water

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

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

W-01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

FROM: Albert J. Copley

[REDACTED]
Maricopa, AZ [REDACTED]

In my opinion Global Water should not be allowed, unless and until, such WATER HOGS, as the PROVINCE, stop using water in such a profligate manner as they are doing at present, under guise of "recharging"

Respectfully submitted,

Albert J. Copley, Professor Emeritus

Truman State University

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Global Water-Santa Cruz Water Company - 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

FILE CLOSED.

End of Comments

Date Completed: 10/9/2009

Opinion No. 2009 - 82305

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: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82349

Date: 10/13/2009

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

Complaint By: **First:** Gale **Last:** Williams

Account Name: Gale Williams

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****DOCKET NUMBER' SW-20445A-09-0077, W-02451-09-0078, W-01732A-09-0079, W-20446S-09-0080, W-02450A-09-0081, W-01212A-09-0082*****

REFERENCE: GLOBAL WATER-SANTA CRUZ WATER CO.

I am opposed to any rate increase in water, sewer, or reclaimed water. The requested increases proposed by Global Water - Santa Cruz Water Company are excessively high. It will impact my life financially, it will mean higher Home Owners Association fees for myself and others in the Maricopa area, and it will affect ranchers and farmers in the rural areas of Maricopa, AZ as well. All in all, this proposed rate increase will have huge negative impact on all aspects of the people of Maricopa, AZ.

I am disabled and suffering month to month financially right now. In fact I'm on the verge of foreclosure. If these proposed water increases are approved, it will be totally devastating for my very livelihood.

I understand that everyone, corporations included, are struggling financially right now. But to have this proposed rate increase approved would be suicide for the entire Maricopa, Az community. There would be a new wave of foreclosures and closed businesses who can no longer meet their month to month financial responsibilities.

If Global Water-Santa Cruz Water Company is feeling the financial pinch, then there must be some other help available for them besides raising the water rates of the consumers. Please, please do not approve this request. Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

*****DOCKET NUMBER; SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-0245A-09-0081, W-01212A-09-0082*****

REFERENCE: GLOBAL WATER-SANTA CRUZ WATER CO.

Opinion noted and filed in Docket Number by Carmen Madrid

End of Comments

Date Completed: 10/13/2009

Opinion No. 2009 - 82349

5W-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 82382

Date: 10/15/2009

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

Complaint By: **First:** Jessica **Last:** Doscher

Account Name: Jessica Doscher

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

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:

October 9, 2009

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

REF: 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:

I am writing this letter to share my deep concerns about the proposed rate increases set forth by Global Water. Their proposed rate hikes are not incremental, as would be expected in most services or utilities. These instead are exorbitant hikes that will not only adversely affect businesses & families like mine, but could threaten to make an already vulnerable town even more financially depressed.

The main reason people live in Maricopa is not for the scenery or the long drive into town – it's because the town is an affordable place to live. Most of the residents have fixed incomes or incomes that necessitate that we live outside the Phoenix area. The housing crisis has definitely hit home here – plummeting home prices have sent almost everyone upside down. Rows upon rows of vacant houses further pulling down values. The market is starting to turn around, but outrageous utilities won't work for people that are already over-extended. How can Global Water expect their customers in Maricopa to pay 40% to 119% more for necessities? We don't get a choice on who provides our water & sewage service. I don't hear of other water companies needing to take such drastic measures – why Global Water?

I live in Cobblestone Farms and our Home Owner's Association has already said that if these rate hikes pass, we can expect a 500% increase in water charges for our common areas. 500%?? Is this even legal? Of course

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

those costs will be passed directly to families like mine, who are already struggling to pay all of our monthly bills.

It is an unfortunate fact of today's economy that all services/products are increasing. The only thing that isn't increasing along with it is people's salaries/wages. I don't expect Global Water or the ACC to be able to rectify that sad situation, but I do expect any rate increases to be incremental and fair. If the proposed increases go through, expect that the town of Maricopa will become more abandoned as people flee or are forced to go to other communities that don't rob their residents this way. What will be the incentive for new homeowners to move in? Depressed neighborhoods, vacant storefronts, unreasonably high prices for basic necessities. Not a good outlook for a town that once had so much potential. Please don't approve Global Water's proposed increases – we can't afford to pay for their mismanagement and greed.

Sincerely,

Jessica Doscher
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/15/09 I tried to contact consumer and left a voicemail informing her that her opinion had been received and will be filed in the permanent docket. Also that distribution will be made to Commissioners and staff members involved. I also left my name and telephone number if she had any questions to contact me. Closed

End of Comments

Date Completed: 10/15/2009

Opinion No. 2009 - 82382

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] 8

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82399

Date: 10/15/2009

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

Complaint By: **First:** Ms. Dolores **Last:** Felix

Account Name: Ms. Dolores Felix

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

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:

Reference docket nos:
SW 20445A-09-0077
W 02451A-09-0078
W-01732A-09-0079
W 02450A-09-0081
W 01212A-09-0082

Customer: Dolores Felix
[REDACTED]
Maricopa, AZ 8 [REDACTED]
[REDACTED]

I am 82 (next mo.) 81, widow on fixed income. I have been over charged for 5 yrs paying \$74.00 - \$75.00 a month for water-never less. Five yrs \$74.00- \$75.00 last statement. I go stay at my son's in Calif often for 1 or 2 mos at a time + days at my other son's locally still same charges every month. My yard is low maintenance. I for one can not afford any rate increases! I need someone to come check my meter no more guess work. Always pay my bill, at my age I can't afford not to pay my bills even if it is hard- everyone is having a hard time, especially seniors on fixed incomes- like myself.

Sincerely
Dolores Felix
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/15/09 I contacted consumer and informed her that her opinion has been received and will be filed in the docket. I also informed her that distribution would be made to Commissioners and staff members assigned to matter. She appreciated the information. Closed

Filed in Docket No.

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

Date Completed: 10/15/2009

Opinion No. 2009 - 82399

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 82393

Date: 10/15/2009

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

Complaint By: **First:** Paul **Last:** Weir

Account Name: Paul Weir

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

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:

To the Arizona Corporation Commission regarding docket numbers:

W-02451A-09-0078 W-20446A-09-0080
W-01732A-09-0079 W-02450A-09-008 1
SW-20445A-09-0077 W-01212A-09-0082

Enclosed please find a copy of my water bill.

I have a 3/4 inch line with a rock front yard and a small grass area in my back yard.

Due to the increase you allowed our wonderful ED3, my house electricity bill increased over \$150 to close to \$500 a month to cool my 2136 sq foot house at 80. As I have young children 80 was as high as I was able to leave at in order to be able to afford living in Maricopa. That was low compared to some of my neighbors.

My house is worth \$105,000 yet my tax assessed value is over \$165,000 which makes my tax liability of \$2000.00 a year.

Our City is collapsing with the current economy with many small businesses closing as people move away from Maricopa into cities around the valley where the tax and utility rates are fair.

Please do not make the mistake of allowing Global Water raise there rates like you did with ED3.

The citizens of Maricopa cannot take anymore utility increases, Global Water should have thought about a slowing economy before they built the TAJ Mahal of buildings in the back of the neighborhood.

Thank you for taking the time to read this as the citizens of Maricopa need your help.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Paul Weir
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Sent the following letter to consumer.

October 15, 2009

Paul Weir
[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

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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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: 10/15/2009

Opinion No. 2009 - 82393

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 82381 **Date:** 10/15/2009

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

Complaint By: **First:** William & Katharyn **Last:** Allen

Account Name: William & Katharyn Allen **Home:** (000) 000-0000

Street: [REDACTED] **Work:** (000) 000-0000

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:

Arizona Corporation Commission
1200 W Washington Street
Phoenix, AZ. 852996

To Whom It May Concern:

I am writing this letter in reference to the rate increase That Global Water is asking for. My husband and I are retired and living on a fixed income. I already think that the \$60.00 a month base charge is quite high compared to other areas in the state. From what I understand this not only effect the residential cost of water but also effect every other bill that we pay as the cost of everything now a days is passed on to us in one way or other.

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

Thank you
William & Katharyn Allen
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

October 15, 2009 (sent the following letter to consumer)

William & Katharyn Allen

██████████
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: 10/15/2009

Opinion No. 2009 - 82381
