

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

ORIGINAL  
ARIZONA CORPORATION COMMIS.  
UTILITY COMPLAINT FORM



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A7  
CD

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

Priority: Respond Within Five Days

Opinion No. 2009 82427 Date: 10/16/2009

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

Complaint By: First: Mitchell Last: Grant

Account Name: Mitchell Grant Home: (000) 000-0000

Street: [REDACTED] Work:

City: Maricopa CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: Global Water-Palo Verde Utilities Company

Division: Sewer

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

Nature of Complaint:

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

\*\*\*\*\*  
From: Mitchell Grant [mailto:[REDACTED]]  
Sent: Thursday, October 15, 2009 10:10 PM  
To: Utilities Div - Mailbox  
Subject: Global Water Rate Hikes

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

Mitch Grant  
[REDACTED]  
Maricopa AZ 85138  
[REDACTED]

Arizona Corporation Commission  
DOCKETED

OCT 19 2009

Ref: Global Water Rate Increase

Docket numbers:  
SW-20445A-09-0077  
W-02451A-09-0078

DOCKETED BY [Signature]

Arizona Corporation Commission  
Utilities Division  
1200 West Washington Street  
Phoenix AZ 85007-2996  
OCT 19 2009 10:10 PM

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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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 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,  
Mitchell Jill Grant

  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

Docket 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  
FILE CLOSED.

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\*End of Comments\*

**Date Completed: 10/16/2009**

**Opinion No. 2009 - 82427**

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 - 82424

Date: 10/16/2009

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

Complaint By: First: Dorothy Last: Johnson

Account Name: Dorothy Johnson Home: (520) 868-6465

Street: 42348 W. Fountainhead St 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: (623) 518-4137

Nature of Complaint:

From: S D JOHNSON [mailto:johnson7241@msn.com]  
Sent: Friday, October 16, 2009 9:31 AM  
To: Bradley Morton  
Subject: Global Water Rate Increases

I am sure there is a need to increase our rates; however, for those of us on a fixed income, the rate increase proposed is way out of line and I for one take exception to this. Adding the water and sewer percentage proposed, it equates to 52% per year per customer. Is that legal?

Dorothy Johnson  
42348 W. Fountainhead St.  
Maricopa, AZ 85138  
520-868-6465  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.  
\*End of Comments\*

Date Completed: 10/16/2009

Opinion No. 2009 - 82424

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: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      82416      Date: 10/16/2009

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

Complaint By:      First: Elizabeth      Last: Phelan

Account Name: Elizabeth Phelan      Home: (000) 000-0000

Street: n/a      Work: (000) 000-0000

City: n/a      CBR: [REDACTED]

State: AZ      Zip: 00000      is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

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

Nature of Complaint:

\*\*\*\*\*RECEIVED FROM CHAIRMAN MAYES' OFFICE\*\*\*\*\*

From: Beth [mailto:[REDACTED]]  
Sent: Wednesday, October 14, 2009 3:44 PM  
To: [REDACTED]  
Cc: [REDACTED]; Newman-Web; Pierce-Web; Mayes-WebEmail  
Subject: Maricopa Homeowner

Dear Mr. Hill:

I am a resident homeowner of this lovely city of Maricopa, and I am writing to express my concern about recent discussions and the pending decision to increase the current Global Water rates. Like the majority of our fellow residents, I do not understand such a dramatic increase, nor can I afford this. To do this would create far more harm than good to this town, which still has so much potential for greatness, as well as irreversible damage to your company.

Like my neighbors, I do not believe that the benefits of increasing our rates compare favorably to the benefits of maintaining a good morale within the community. Consider: most Maricopa residents are struggling to survive in this economy and are therefore already creating a more stressful, aggressive environment. As stress within a community builds, so do crime and retaliation, causing more people to move out and less to move in. If you increase rates you WILL lose more business over time, if not immediately, and lose money from those accounts who can no longer afford to pay and go delinquent.

In addition, higher utility rates are already making it nearly impossible for businesses of all sizes to stay afloat here. It is incredibly disheartening to see more and more doors close due to the unwillingness of companies like yours to stand up for your customers and work to keep this community - our community - a successful and

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

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pleasant one. The real estate industry continues to criminally gouge the people of this city and this country; I urge you not to allow yourself to sink as low as that.

Increasing rates at this time would be a horribly unjust mistake. I beg of you not to do this to your neighbors, your friends and supporters of the community. I ask you to be true to yourself and honor all that this country has been built on. There are other means than to cheat and to steal from those who remain loyal to this town, those whom you will have to face day after day.

Sincerely,

Elizabeth Phelan

"A man is but the product of his thoughts. What he thinks, he becomes."

"You must be the change you wish to see in the world"

-Mahatma Gandhi  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

e-mailed the following letter to consumer:

October 16, 2009

Elizabeth Phelan  
Maricopa Az. 85138

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

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

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the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

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

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

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

☐☐☐☐☐ Sincerely,

☐☐☐☐☐ Carmen Madrid  
☐☐☐☐☐ Public Utility Consumer Analyst  
☐☐☐☐☐ Utilities Division

Filed in docket numbers .

DOCKET NO. SW-20445A-09-0077

DOCKET NO. W-02451A-09-0078

DOCKET NO. W-01732A-09-0079

DOCKET NO. W-20446A-09-0080

DOCKET NO. W-02450A-09-0081

DOCKET NO. W-01212A-09-0082

\*End of Comments\*

**Date Completed: 10/16/2009**

**Opinion No. 2009 - 82416**

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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: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009 - 82411      Date: 10/16/2009

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

Complaint By:      First: Maureen      Last: McKinney

Account Name: Maureen McKinney      Home: [REDACTED]

Street: n/a      Work:

City: Maricopa      CBR:

State: AZ      Zip: 00000      is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

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

Nature of Complaint:

From: Reeniebell [REDACTED]  
Sent: Thursday, October 15, 2009 1:17 PM  
To: Bradley Morton  
Subject: Global Water Water and Sewer Rate Increase

Dear Mr. Morton,

I am very concerned over the proposed 35% (+/-) and the 125% (+/-) on our water and sewer service in Maricopa, Arizona.

I am a Province residence and like most people I am already struggling with property values that have plummeted, and increases with everything from property taxes to food.

Please do everything in your power to see that these rates do not increase.

Maureen McKinney  
[REDACTED]  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 10/16/2009

Opinion No. 2009 - 82411

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities Response: [REDACTED]

Investigator's Comments and Disposition:

Opinion docketed  
\*End of Comments\*

Date Completed: 10/16/2009

Opinion No. 2009 - 82412

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]