

ORIGINAL



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COMMISSIONERS
KRISTIN K. MAYES – Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



ERNEST G. JOHNSON
Executive Director

ARIZONA CORPORATION COMMISSION

October 22, 2009

To: Docket Control

RE: Global Water – Santa Cruz - Customer Comments

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

Please docket the attached 23 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

RECEIVED

2009 OCT 22 P 4:12

AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission
DOCKETED
OCT 22 2009
DOCKETED BY

27

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 10/22/09

End of Comments

Date Completed: 10/22/2009

Opinion No. 2009 - 82563

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Therefore, we respectfully request that an increase not be granted to Global Water at this time.

Thank you for your time.

Ron & Sonjie Smith

Maricopa, AZ 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 10/22/09

End of Comments

Date Completed: 10/22/2009

Opinion No. 2009 - 82564

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82569

Date: 10/22/2009

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

Complaint By: **First:** Gordon **Last:** Blehm

Account Name: Gordon Blehm

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:** 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone: {

Nature of Complaint:

OPPOSED - GLOBAL WATER SANTA CRUZ

October 17, 2009

Docket Numbers: SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W012 12A-09-0082

Let me make this as simple as I can.

I OPPOSE Global Water rate increases (period). As an American citizen, I have been told over-and-over to cut back on my spending --- didn't this apply to Global Water? By the way, theft service is awful in action and great in empty words. And, Global Water wants an increase??

I am in survivor mode. I live in an area, Maricopa, which was hard hit with foreclosures. I am struggling to make my house payments and the bank will not work with me to reduce payments --- my home is now worth half of the mortgage value. I lost 40% of my income and trying to hold on as I am an individual of conviction and character. And, Global Water wants an increase?!

Global Water increases will not only increase my personal utility bill but also my HOA dues? Global Water wants to raise more revenue to appease the stakeholders and investors to realize a 10% return! You tell me who in this market is making a 10% return? And, Global Water wants an increase??

I beg you! Stop this nonsense now. These increases are ludicrous and beyond all human understand. Please think of the burden this places on homeowners and business owners. Many of our small businesses of Maricopa are being run out of town due to utilities and taxes. Utilities will run me out of town.

Please hear us!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Very truly yours,

Gordon A. Blehm

Maricopa, AZ 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 10/22/09

End of Comments

Date Completed: 10/22/2009

Opinion No. 2009 - 82569

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Christy Parker

Phone: \

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82566

Date: 10/22/2009

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

Complaint By: **First:** Robert **Last:** Cisneros

Account Name: Robert Cisneros

Home:

Street:

Work:

City: Maricopa

CBR:

State: AZ **Zip:** 85239

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

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

From: Rob Cisneros [mailto:
Sent: Wednesday, October 21, 2009 3:44 PM
To: Utilities Div - Mailbox
Subject: Rancho El Dorado proposed water rate increase

I am a homeowner in the Rancho El Dorado housing development in Maricopa Arizona. I'm writing regarding the proposed water rate increase. Maricopa, Rancho El Dorado HOA in particular has been hit with numerous foreclosures leading to empty houses all around. I myself have a renter and am barely holding on, BARELY! If my costs raise for any reason in the next year or so, I will simply be forced to give back the property and the HOA and you will get nothing. I hope you will please reconsider the increase and take into consideration what the consequences this will lead to for me as well as a litany of other homeowners in the area. Thanks for listening. Rob Cisneros The address of my property is Maricopa AZ. 85239.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/22/2009

I emailed this opinion to Richard Weiss @ ACC Phoenix Office to have this docketed toward 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: 10/22/2009

Opinion No. 2009 - 82566

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82574

Date: 10/22/2009

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

Complaint By: **First:** Ronald **Last:** Manning

Account Name: Ronald Manning

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:

OPPOSED - GLOBAL WATER - SANTA CRUZ

From: Lisa [mailto:]
Sent: Thursday, October 22, 2009 8:59 AM
To: Utilities Div - Mailbox
Subject: Global Water

I'm writing you concerning the increase Global Water is asking for. I'm one of their customers. Please vote NO. Our area is VERY hard hit, property values are down 60% or more, with MANY vacant properties. If the water increase goes through, with our high electricity prices, it will force many more people out.

Docket #'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

Sincerely, Ronald Manning

Maricopa, AZ 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 10/22/09

End of Comments

Date Completed: 10/22/2009

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2009 - 82574

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82573

Date: 10/22/2009

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

Complaint By: **First:** Eric **Last:** Hamilton

Account Name: Eric Hamilton

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:** 85139

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ

From: Eric Hamilton [mailto:
Sent: Thursday, October 22, 2009 7:54 AM
To: Utilities Div - Mailbox

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

To Whom it may concern:

In the matter of the aforementioned docket numbers, I a resident of Maricopa, Arizona, located in Pinal county, do hereby oppose the proposed increases from Global Water. Their rates are already twice as much as surrounding cities and I believe these increases borders on extortion.

If for any reason you need to reach me call me at _____ email.

Thank you
Eric Hamilton

Maricopa, AZ 85139

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

Eric Hamilton

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 10/22/09

End of Comments

Date Completed: 10/22/2009

Opinion No. 2009 - 82573

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82572

Date: 10/22/2009

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

Complaint By: **First:** Randy **Last:** Robertson

Account Name: Randy Robertson

Home: (000) 000-0000

Street: na

Work: (000) 000-0000

City: Glendale

CBR:

State: AZ **Zip:** 85318

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ

From: [mailto: [redacted]]
Sent: Wednesday, October 21, 2009 10:03 PM
To: Utilities Div - Mailbox
Subject: (no subject)

Sir

Global Water, through its Santa Cruz Water Company, In Maricopa az is proposing to change the cost for usage of potable water. How can I pay more in a recession ? Our HOA will pay substantially more Too ! I will have to pay two times . Well global water is seeing bad times just like everyone else ! How may people do you know that lost there jobs. Or have a cut in there hours ? There are 10 homes on my street , 6 went back to the bank. After one year three have been sold. Three more to go. Give me a break , in a recession ?

thank you

Randy Robertson

Maricopa AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 10/22/09

End of Comments

Date Completed: 10/22/2009

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2009 - 82572

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82571

Date: 10/22/2009

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

Complaint By: **First:** Sean **Last:** Pewterbaujgh

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

Street: na **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: (000) 000-0000

Nature of Complaint:

OPPOSED - GLOBAL WATER -SANTA CRUZ

From: Sean Pewterbaugh [mailto:sean.pewterbaugh@globalwater.com] }
Sent: Wednesday, October 21, 2009 9:28 AM
To: Utilities Div - Mailbox
Subject: No To Global Water Rate Increase

Dear ACC and Members,

I'm communicating with you in an attempt that you may take into consideration the needs of my neighbors as well as my own in regards to Global Water's determination to increase rates in Maricopa.

As a homeowner, this rate increase will be financially burdensome to me. To others in worse financial conditions than myself, crippling. Due to the economy's state, the idea of a rate increase is simply bad timing.

I understand your duty is to create rules and regulations to govern Public Utilities, and this is a daunting task with great rewards. However, your decision will directly affect the residences of Maricopa in a negative way. If the rate increase is approved I foresee conditions worsening for Maricopa, including more foreclosures. Homeowners will have no choice but to find more affordable living arrangements outside of Maricopa.

Please assist Maricopa Homeowners in a positive way, by not allowing Global Water to increase their rates.

Sincerely,

Sean M. Pewterbaugh

Maricopa Homeowner
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 10/22/09

End of Comments

Date Completed: 10/22/2009

Opinion No. 2009 - 82571

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82570

Date: 10/22/2009

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

Complaint By: **First:** Julia **Last:** Decker

Account Name: Julia Decker

Home: () () () () () ()

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:

OPPOSED - GLOBAL WATER - SANTA CRUZ

Duplicate correspondence received on 10/22/09

From: JDeckerrailto: [mailto:]
Sent: Tuesday, October 20, 2009 1:32 PM
To: Utilities Div - Mailbox
Subject: Global Water Utility Rate Increase

Docket Numbers: 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 County, do hereby oppose the proposed increases from Global Water for the following reasons:

The proposal 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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

to attracting builders and buyers, which further diminishes the already reduced real estate values. Associations can not 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 the residents, visitors and also the potential buyers.

Sincerely,

Julia Decker

Julia Decker

Maricopa, AZ 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 10/22/09

End of Comments

Date Completed: 10/22/2009

Opinion No. 2009 - 82570

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 - 82553

Date: 10/21/2009

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

Complaint By: First: David & Camilla Last: Potter

Account Name: David & Camilla Potter

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: 85239

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone: (623) 518-4137

Nature of Complaint:

From: [camilla potter [REDACTED]]
Sent: Wednesday, October 21, 2009 5:55 AM
To: Utilities Div - Mailbox
Subject: Global Water raise hike

Sirs:

We wish to protest the proposed rate hike for Global Water Co. Looking at the proposed hikes, they seem very unreasonable. This is in reference to 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.

David and Camilla Potter
[REDACTED]

Maricopa, Az 85239

End of Complaint

Utilities' Response:

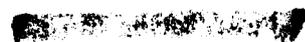
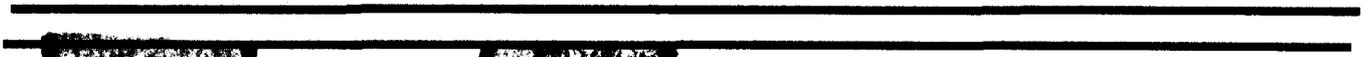
Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 10/21/2009

Opinion No. 2009 - 82553

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM



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: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82292 Date: 10/9/2009

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

Complaint By: First: Larry Last: Ewings

Account Name: Larry Ewings Home: (000) 000-0000

Street: [REDACTED] Work:

City: Maricopa CBR:

State: AZ Zip: 8 [REDACTED] 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

To the ACC:

Do not increase any water rates. This is a FARCE. No one can really afford any water rate increases at this time. HELLO!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Doesn't Global Water realize that the U. S. Economy is in the "toilet bowl" at this time? Global Water is standing by the toilet bowl and its hand is on the handle, ready to flush "Everyone" down the toilet. Global Water just wants to increase its profits, or, either that they don't have any "brains".

Now is not the time for an increase in water rates. Most of the people are cutting back and sacrificing to exists. Hey, Global Water, why don't you try cutting back, or sacrifice just once? Quit messing with the good citizens and give us a break. Hell, we need one. Do not increase water rates. Hey, why not "decrease" the rates? Why don't you show that you care about the people? Because you don't. NO INCREASE.

Thanks,
Larry Ewings
Maricopa, AZ
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

I emailed this OPINION to Guadalupe Ortiz @ 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: 10/14/2009

Opinion No. 2009 - 82292

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: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82376

Date: 10/15/2009

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

Complaint By: First: Richard Last: Havlicek

Account Name: Richard Havlick

Home: [REDACTED] 8

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:

Email Received - Opinion Opposed:

RE: Docket No.'s SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

From: Richard Havlicek [mailto:[REDACTED]]
Sent: Wednesday, October 14, 2009 11:28 AM
To: Utilities Div - Mailbox
Subject: Global Water Issue

I against/opposed to the Global Water proposed increase. An adobe PDF file is attached signifying the docket numbers.

Richard Havlicek
[REDACTED]

Maricopa, AZ [REDACTED]
[REDACTED]

Utility: Global Water
Docket #'s: SW20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

W-01212A-09-0082

Thanks,
Richard Havlicek

ATTACHED OPINION:

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-0245 1A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-012 12A-09-0082

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

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

Utilities' Response:

n/a
End of Response

Investigator's Comments and Disposition:

Email to Customer:

Dear Richard Havlicek,

Your email dated, October 14, 2009 sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Global Water-Santa Cruz Water Company ("Global Water") has been received and assigned to me for further handling.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

is rendered in the Global Water rate case.

Concerns raised by customers assist the Commission within 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 both, 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 10/15/2009

Opinion No. 2009 - 82376

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: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82375

Date: 10/15/2009

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

Complaint By: First: Michael Last: Peto

Account Name: Michael Peto

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

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:

EMAIL RECEIVED - OPINION OPPOSED:

RE: Docket No.'s SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

From: Mike Peto [mailto:[REDACTED]]
Sent: Wednesday, October 14, 2009 1:30 PM
To: Utilities Div - Mailbox
Subject: GLOBAL WATER RATE INCREASE DOCKET

Please see attachment

Michael Peto, Enrollment Counselor
University of Phoenix Online

phone: [REDACTED]

ATTACHED CUSTOMER COMMENTS:

10/14/2009

I would like to express my concern and outrage that Global Water is trying to increase it's rates from an average of \$75.00 to over \$125.00 a month! The company is taking advantage of its local citizen, and it will have a

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

negative impact on Maricopa's growth and local business growth.

Please DO NOT approve this HUGE rate increase per it will be so difficult for local citizens to pay their monthly bills.

Thank you,
Michael Peto
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

10/15/09 Email to Customer:

Dear Michael Peto,

Your email dated, October 14, 2009 sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Global Water-Santa Cruz Water Company ("Global Water") has been received and assigned to me for further handling.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Global Water rate case.

Concerns raised by customers assist the Commission within 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 both, 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 10/15/2009

Opinion No. 2009 - 82375

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Water Customer:

This is to acknowledge receipt of your email dated October 16, 2009. Your comments regarding the Global Water Santa Cruz Water Co ("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.

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.

Sincerely,

Richard Weiss
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed: 10/21/2009

Opinion No. 2009 - 82529

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

DOCKETED 10/21/09

October 21, 2009

RE: GLOBAL WATER SANTA CRUZ WATER CO

Dear Water Customer:

This is to acknowledge receipt of your email dated October 17, 2009. Your comments regarding the Global Water Santa Cruz Water Co ("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.

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.

Sincerely,

Richard Weiss
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed: 10/21/2009

Opinion No. 2009 - 82528

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: (000) 000-0000

Priority: Respond Within Five Days

Opinion No. 2009 - 82524

Date: 10/20/2009

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

Complaint By: **First:** Marie **Last:** Farahmand

Account Name: Marie Farahmand

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:

GLOBAL WATER SANTA CRUZ WATER CO

From: Marie Farahmand [mailto:]
Sent: Saturday, October 17, 2009 1:27 PM
To: Utilities Div - Mailbox
Subject: Utilities Div. RE: Global Water Rate Increase

Could you please pass this on to the appropriate department.

RE: dockets SW-20445A-09-0077
W-02451A-09-0078
W-017321-09-0079
W-20446A-09-0080
W-02450A-09-0081
W--1212A-09-0082

As a resident of Maricopa, Arizona, in Pinal County, I oppose the proposed increases by Global Water.

- * The increases will hurt my family financially
- * My Homeowners Association will be hurt financially, since we face some of the highest rates of foreclosure and HOA delinquencies, which will ultimately affect my family
- * The increase is solely profit driven and do not propose to improve service, quality of water or improvements or additions of structures
- * Maricopa is suffering one of the hardest hits in the building & foreclosure market & higher rates will deter builders and buyers, which will ultimately affect my home's value.
- * HOA's will be forced to cut back on maintenance of common areas to absorb the higher rates, which will be reflected in the appearance of the communities thereby affecting home values.

Please decline Global Water's request for increases and help our community. Thank you.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Marie & Bahram Farahmand

Maricopa, AZ 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 10/21/09

October 21, 2009

RE: GLOBAL WATER SANTA CRUZ WATER CO

Dear Water Customer:

This is to acknowledge receipt of your email dated October 17, 2009. Your comments regarding the Global Water Santa Cruz Water Co ("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.

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.

Sincerely,

Richard Weiss
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed: 10/21/2009

Opinion No. 2009 - 82524

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82523

Date: 10/20/2009

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

Complaint By: **First:** Robert **Last:** Popovich

Account Name: Robert Popovich

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:

OPPOSED - Global Water SANTA CRUZ WATER

From: Bob Popovich [mailto:]
Sent: Sunday, October 18, 2009 11:34 AM
To: Utilities Div - Mailbox
Subject: rate increase for global water/city of maricopa

Commissioners:

Reference: SW20445A-09-0077 W022351A-09-0078 W02451A-09-0078
W20446A-09-0080 W01212A-09-0082 W02340A-09-0081

My husband and I have been residents of the city of Maircopa for the past five years. We have recently been informed about the requested water/sewer rate increase by Global Water. We are retired and are experiencing financial hardship - as are many of our neighbors due to the unforeseen real estate collapse along with the unemployment crisis. We respectfully request that you postpone the requested rate increases by Global Water until such time that the financial /employment bubble is improved. We can appreciate the financial needs of ALL companies in this difficult economy, but now is NOT the time to place further burdens on the homeowners - many of whom are just barely hanging on to their homes. After all, as you know, if the homeowner is broken and more of them loose their homes, then who pays the increase rate?? Thank you for your time serving our community and a special thank you for hearing our voice on this topic.

Respectfully,
Robert C. Popovich
Arlene R. Popovich

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Maricopa, Az.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 10/21/09

October 21, 2009

RE: GLOBAL WATER SANTA CRUZ WATER CO

Dear Water Customer:

This is to acknowledge receipt of your email dated October 18, 2009. Your comments regarding the Global Water Santa Cruz Water Co ("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.

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.

Sincerely,

Richard Weiss
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed: 10/21/2009

Opinion No. 2009 - 82523

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82536

Date: 10/21/2009

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

Complaint By: **First:** Jeff **Last:** Kosak

Account Name: Jeff Kosak

Home: (000) 000-0000

Street: na

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:** na

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBALL WATER SANTA CRUZ

From: Jeff Kosak [mailto:;]
Sent: Saturday, October 17, 2009 11:11 AM
To: Utilities Div - Mailbox

Subject: Global Water -Santa Cruz Water Co. Inc. proposed rate increase
Hello,

In recent months it has been reported that Global Water is going before the Arizona Corporation Commission in December with a rate increase application. According to the local Maricopa new web site that proposed rate increase for the average residential bill would be from \$75.27 to \$120.85. As a concerned citizen of the city of Maricopa I am writing you to voice my opinion and concert on such a rate increase. As a three year resident of this city I have seen home sales go from outstanding to having 12 out of 15 homes on my block alone go into foreclosure. Also in that time we have had our utility bills (electric and water in particular) regularly go up. Most recently my personal electrical bill has risen over 30% in the last year alone. Between the rise in cost of the electric bill, the lack of residents in the city, an economy that is not doing well and unemployment continuing to rise is this a time for a rate increase on citizens that do not have any other alternative for this service? Not only will raising the rate affect the residential monthly bill but it will also lead to higher HOA fees and more expense to the already floundering local business who will then be forced to put the burden right back on the citizens of the city or go out of business. When is enough, enough? Most people who are fortunate enough to have a job right now are certainly not getting the type of increase in their salaries that would allow for them to pay this company's proposed rate hike. Please consider the people that this rate increase would affect before making any decision on this matter. It is a safe bet that if this rate increase does pass there will be more families losing their homes in this city.

Regards,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Jeff Kosak
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 10/21/09

October 21, 2009

RE: GLOBAL WATER SANTA CRUZ WATER CO

Dear Water Customer:

This is to acknowledge receipt of your email dated October 17, 2009. Your comments regarding the Global Water Santa Cruz Water Co ("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.

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.

Sincerely,

Richard Weiss
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed: 10/21/2009

Opinion No. 2009 - 82536

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82527

Date: 10/20/2009

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

Complaint By: **First:** Stephen **Last:** Steinke

Account Name: Stephen Steinke

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:** 825238

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - Global Water SANTA CRUZ WATER

RE: dockets SW-20445A-09-0077
W-02451A-09-0078
W-017321-09-0079
W-20446A-09-0080
W-02450A-09-0081
W--1212A-09-0082

Commission Members:

It seems incredulous to me that a Utility Co. would have the lack of intelligence to request increases of over 100% at any time but especially during a recession period. Many people are unemployed and can't afford any increase but to double their bills in one fell swoop would be devastating.

My wife and I are retired and have been informed that social security will not get a cola increase next year and maybe the year after. We will have to tighten our belt somewhat and a doubling of our water bill would hurt. We live in a subdivision where most of the people are retired and all of them are very concerned about the possible increase. No one feels we should have to shoulder the cost of incompetent management and perhaps a lack of cost control by Global/Santa Cruz water companies.

I feel sure that most of the "Commission" agrees but I would implore you to limit thir increase to 10% or less. L These people must be sent a message to get their act together. My water bill already runs about \$100 a month is too much and now they want that to go over \$200 per month. Where will it end?

All of the people owning a home in Maricopa, AZ have suffered some dramatic losses in property value and most are not seeking a bailout. Why should Global/Santa Cruz be given a bailout.

Please do not give them one.

Respectively from a concerned citizen
s/Stephen Steinke+

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 10/21/09

October 21, 2009

Dear Water Customer:

This is to acknowledge receipt of your letter dated October 16, 2009. Your comments regarding the Global Water Santa Cruz Water Co ("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.

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.

Sincerely,

Richard Weiss
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed: 10/21/2009

Opinion No. 2009 - 82527

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

and potential buyers.

To whom in may concern-

Global water rates now are way too high although I own the home in Maricopa and pay the water bill myself, it is almost 3 times higher than what I pay the city of tempe, which also includes garbage. I get a separate bill every 3 months for Garbage Pick up in Maricopa

A increase in water & sewer will force me to turn off the sprinkler system to all the landscaping, and trees etc will die. Home owner assoc will probably try to sue me for doing this, but as my daughter lives in this house, she cannot afford any further increases. Anyone living in Maricopa does not play with a full deck.

Mr. Raymond Gehrts

Tempe, AZ 85282

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 10/20./09

End of Comments

Date Completed: 10/21/2009

Opinion No. 2009 - 82515

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: .

Priority: Respond Within Five Days

Opinion No. 2009 - 82539

Date: 10/21/2009

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

Complaint By: **First:** Matthew **Last:** Murray

Account Name: Matthew Murray

Home: (000) 000-0000

Street: an

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:** na

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBAL WATER SANTA CRUZ

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

From: matt [mailto:r
Sent: Saturday, October 17, 2009 6:18 PM
To: Utilities Div - Mailbox
Subject: Global Water rates increase

To whom it may concern,

I am writing this letter with regard to Docket Numbers:

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

As a resident and property owner in Maricopa, Arizona, located in Pinal County, I strongly oppose the proposed Global Water rate increases. The increases will have a huge impact on not only my personal household budget, but that of my HOA, which, of course, will also be passed to me. Additionally, local businesses will be severely impacted, and will be forced to pass along the increases to an already struggling customer base.

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

The city of Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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. Aesthetic 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 resident, visitors, and potential buyers.

Thank you for your time and representation,

Matthew Murray
Maricopa, Arizona
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 10/21/09

October 21, 2009

Dear Water Customer:

This is to acknowledge receipt of your letter dated October 16, 2009. Your comments regarding the Global Water Santa Cruz Water Co ("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.

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.

Sincerely,

Richard Weiss
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed: 10/21/2009

Opinion No. 2009 - 82539

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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,
Dale L Davis
Desert Cedars Subdivision
Maricopa, AZ 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I emailed this opinion to Richard Weiss @ ACC Phoenix Office to have this docketed toward 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: 10/21/2009

Opinion No. 2009 - 82535

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docket Numbers: SW-20445A-09-0077

 W-01732A-09-0079

 W-20446A-09-0080

 W-02450A-09-0081

 W-01212A-09-0082

In the matter of the aforementioned docket numbers, Raymond and Carol McCammon, residents of Maricopa, Arizona, located in Penal County, do hereby oppose the proposed rate increases from Global Water for the following reasons:

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

As retired individuals on fixed Social Security income; with the announced increase in Medicare deductions and failure to receive cost-of-living Social Security increases for the first time in 25 years, the proposed rate increases will serve to further erode our ability to maintain reasonable living standards.

My understanding is that the proposed increases do not raise service levels, quality of water, or distribution and there are no plans to improve existing, or build new infrastructures.

Our city of Maricopa is one of the hardest hit areas in the country for foreclosures. Proposing 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 sever reduction in maintaining green, healthy landscaping. Aesthetics are the first impression of a community and often, one of biggest and most visible amenities. A less than desirable appearance to residents, visitors, guests and potential buyers would be exacerbated by said increases.

Respectfully,

Raymond W. and Carol L. McCammon

22067 North Van Loo Drive

Maricopa, AZ 85138

520 568-1837

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/21/2009

I emailed this opinion to Richard Weiss @ ACC Phoenix Office to have this docketed toward 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: 10/21/2009

Opinion No. 2009 - 82540
