

ORIGINAL

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



0000104850

ERNEST G. JOHNSON
Executive Director

48

ARIZONA CORPORATION COMMISSION

November 9, 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 17 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

Arizona Corporation Commission
DOCKETED

NOV 10 2009

DOCKETED BY

AZ CORP COMMISSION
DOCKET CONTROL

2009 NOV 10 A 9:39

RECEIVED

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 - 82906

Date: 11/6/2009

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

Complaint By: First: Bill & Bonnie Last: Sharp

Account Name: Bill & Bonnie Sharp

Home: (000) 000-0000

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: Bill/Bonnie Sharp [REDACTED]
Sent: Wednesday, November 04, 2009 7:07 PM
To: Bradley Morton
Subject: rate increase

An increase in water and sewer! Why can't Global Water wake up to the fact times are tough for everyone. We have to live with our budget, they can to. We are not getting a raise, thanks to "Uncle Sam", so where do they think people are going to get the money to pay for such an outrageous rate increase? We are NOT money machines!

Bill
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 11/6/2009

Opinion No. 2009 - 82906

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

S/ John V Dale
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 11/6/09
End of Comments

Date Completed: 11/6/2009

Opinion No. 2009 - 82907

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Christy Parker

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82870

Date: 11/4/2009

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

Complaint By: **First:** Dennis & Kristen **Last:** Schwartz

Account Name: Dennis & Kristen Schwartz

Home:

Street:

Work:

City: Maricopa

CBR:

State: AZ **Zip:**

Is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

SW-20445A-09-0077;
W-02451A-09-0078;
W-01732A-09-0079;
W20446A-09-0080;
W-02450A-09-0081;
W-01212A-09-0082.

Like most Americans my family is tip toeing around making sure we can get through each month. Watching so many friends and family members take cuts financially by job loss or salary adjustments. We are doing are best to protect our children against the effects a struggling economy can offer, and because of this cause I must strongly urge against the approval of Global Waters rate increase.

The increase in our utility and HOA bills due to the increase in residential and commercial water rates would be too much for us in this tight economic time. Maricopa residents have been hit very hard and already bear the burden of high taxes due to the stunt of community growth, can not take an increase in our utilities

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/04/09

SW-20445A-09-0077;
W-02451A-09-0078;
W-01732A-09-0079;
W20446A-09-0080;

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

W-02450A-09-0081;

W-01212A-09-0082.

I emailed this opinion to Richard Weiss @ ACC Phoenix Office to have this docketed.

End of Comments

Date Completed: 11/4/2009

Opinion No. 2009 - 82870

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Christy Parker

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82865

Date: 11/4/2009

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

Complaint By: **First:** Ronald R **Last:** Shulz

Account Name: Ronald R Shulz

Home: (

Street:

Work:

City: Buckeye

CBR:

State: AZ **Zip:**

is:

Utility Company: Valencia Water Company, Inc.

Division: Water

Contact Name: Graham Symmonds

Contact Phone:

Nature of Complaint:

Arizona Corporation Commission
Dear Corp Members
RE: Docket #'s :

SW-20445A-09-0077;
W-02451A-09-0078;
W-01732A-09-0079;
W20446A-09-0080;
W-02450A-09-0081;
W-01212A-09-0082.

As a recipient of the water from the VALENCIA WATER CO- BUCKEYE, I am very concerned about the amount of increase in their rate request. Our fixed Soc. Security income does not allow for every utility to raise rates at will (like the TOWN OF BUCKEYE DOES). There will be no raise in soc, sec. for the next 2 years, according to government reports, how are we to keep coming up with more income, no one wants to hire a man 72 years old. Please take this into consideration as you make your decision on this increase hearing.

Thank you,
Ronald R Schulz

Buckeye, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

11/04/09

SW-20445A-09-0077;
W-02451A-09-0078;
W-01732A-09-0079;
W20446A-09-0080;
W-02450A-09-0081;
W-01212A-09-0082.

I emailed this opinion to Richard Weiss @ ACC Phoenix Office to have this docketed.

End of Comments

Date Completed: 11/4/2009

Opinion No. 2009 - 82865

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82914

Date: 11/6/2009

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

Complaint By: **First:** Jamie **Last:** Adamkiewicz

Account Name: Jamie Adamkiewicz

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:**

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

Jamie Adamkiewicz

Maricopa, AZ
October 26, 2009

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077

W-0245 1 A-09-0078

W-01 732A-09-0079

W-20446A-09-0080

W-02450A-09-008 1

W-0 121 2A-09-0082

in the matter of the aforementioned docket numbers, I, Jamie Adamkiewicz, 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 huge financial impact on my personal budget as well as my Homeowners Association budget. My HOA of Rancho El Dorado is already facing significant challenges due to the result of the housing crisis and will only make the situation even 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 or water, or distribution and there are no plans to improve existing, or building new infrastructures.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

individual, government, and business is learning how to manage with less income, this utility is proposing increases that border on the ludicrous. It is also way out of line with current inflation rates and the current growth-funding climate. We also hope that this is not just a strategy by the utility to ask for much more than they expect to get....but they still end up getting an unreasonably high increase.

We hope that these "homeowner/customer" concerns are vetted in your reviews and hearings and that they are taken into serious consideration.

We thank you for your time and are available at the numbers below should you have any questions

JOHN AND ALICE WOZNY -

PHONE: 4

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 11/6/09

End of Comments

Date Completed: 11/6/2009

Opinion No. 2009 - 82919

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: (

Priority: Respond Within Five Days

Opinion No. 2009 - 82920

Date: 11/6/2009

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

Complaint By: **Richard M Casey**

Account Name: RICHARD M Casey

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:**

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

Dick Casey
From: "Dick Casey" <
To: <mailmaster@azcc.gov>
Sent: Friday, October 30, 2009 8:48 AM
Subject: Global Water, Santa Cruz Water Company

- Docket Numbers
- SW-20445A-09-0077
 - W-20446A-09-0080
 - W-02451A-09-0078
 - W-02450A-09-0081
 - W-01732A-09-0079
 - W-O1 212A-09-0082

I Richard M. Casey object to the increases proposed by Global Water and Santa Cruz Water Company and/or any company involved with an increase in water and sewer in Maricopa, Arizona. This community has been hit hard during this economic down turn, there are people here that are just hanging on financially, that also includes me and my family. This large or even a small increase will make the difference between being able to keep your home or losing your home, we can not afford to lose more homes to foreclosure in Maricopa, the values will drop farther. So for the good of the city of Maricopa I Object to the proposed Utility increase.

Thank You.
Richard M. Casey

Maricopa, Arizona
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 11/6/09
End of Comments

Date Completed: 11/6/2009

Opinion No. 2009 - 82920

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: (

Priority: Respond Within Five Days

Opinion No. 2009 - 82921

Date: 11/6/2009

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

Complaint By: **First:** John A **Last:** Byers

Account Name: John A Byers

Home: (

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:**

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:
John A. Byers, [REDACTED]

Re:
Global Water Rate Increase

Docket Numbers:

SW-20445A-09-0077; W-0245 1A-09-0078; W-0 173 2A-09-0079; W-20446A-09-0080;
W-02450A-09-008 1; W-0 12 12A-09-0082

In regard to the above docket numbers, I am a resident of Maricopa, Arizona, located in Pinal Country and I mainly oppose the proposed cost increases advocated by Global Water for the following reasons:

1) I think that a proportionally increasing price for water (higher amounts of water use cost even more), in order to reduce wasteful consumption of limited water, is fine - but the proposed proportional increases should not be so large as to give profits of more than is fair (about 5%?) to Global Water. As you know, Global Water is a monopoly of essential "living" services and thus should be regulated so that the citizens of Maricopa are not exploited or extorted. Global Water should be audited so they prove that they are only going to get about 5% profits (and not much more) with the proposed rate increases. The costs might be \$2.50/ 1000 gal for the first 20,000 gal (or less), \$3.00/1000 gal for water used between 20,000-30,000 gal, and \$3.50/1000 gal for water used above 30,000. I think golf courses and public parks should be at some other rate as they use so much more water than one home owner.

2) I do not see why the monthly sewer charge (through Palo Verde Utilities) needs to be increased from the current \$33/month to the proposed \$72.27/month as sewer service is quite constant for the Utilities to manage. An audit of the costs of sewage management is essential before any rate increases can be accepted. It certainly

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

seems that a 219 % proposed increase is not warranted.

Sincerely,

John A. Byers

Phone: [REDACTED]

Email: [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 11/6/09

End of Comments

Date Completed: 11/6/2009

Opinion No. 2009 - 82921

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

deterioration of Maricopa by forcing fiscally- sensitive prospective homeowners to reside elsewhere. Maricopa is also in desperate need of tax revenue, and that can only be accomplished by encouraging people to move and work here. The inordinate increases presented by Global Water will only discourage prospective buyers and, worse, may very well tip the scales and cause current residents and businesses to leave the already fragile City of Maricopa, possibly even resulting in its demise.

- The proposed rate increases do NOT propose improvements to service/distribution or quality of water as there are no plans to improve existing, or build new, infrastructure. It appears that Global Water, like many utilities in this rural region, may have over-specified and over-built in the heyday of growth and 'counted their chickens' before the market crashed. Now they are asking for a bailout, in essence. The aim of these increases is simply to boost profits for major stakeholders and investors at the expense of Maricopa residents and business owners.

- I believe I speak on behalf of most residents when I say that our household can ill afford any more increases. Our budget is already strained - primarily due to a recent layoff and unexpected expenses resulting from a recent medical emergency within our household - and we are barely able to meet our existing monthly fiscal obligations as it is. Despite being in what we are told is a "deflationary" period with savings accounts earning less than .01%, everything seems to be increasing in price - including our recent property tax bill despite the value of our house being a fraction of its assessed value. Food staples and basic household products are higher than ever. The proposed increases by Global Water would have double the impact on every household - the monthly individual water bill AND the ROA monthly assessment which will have to go up for each homeowner to cover the increased costs in reclaimed water (slated to increase 500% if approved) which is used in our common areas to maintain the appearance of the landscape not only for the benefit of existing residents but also to attract prospective home buyers. If these increases are approved, HOAs will either have to significantly raise rates or simply let the landscape deteriorate which will create a less than desirable appearance to visitors, guests, and potential buyers as well as render the common areas unusable by existing residents.

- Employees petitioning for pay increases are being told "no" because most businesses simply do not have the capital. As a result, household budgets are being forced to adjust and do without. Global Water is simply going to have to do the same. I have just as many compelling reasons to get an increase in my pay as Global Water may have in getting these increases approved. But I am not getting a pay increase and my household, therefore, has to buckle down and budget accordingly to get by. Global Water, along with many other utility providers, will have to make do with what they have just like me, my neighbors, and perhaps even those reading this letter.

While rate increases directly relating to reasonable and expected inflation are often considered and approved, I believe that these proposed increases extend far beyond anything reasonable and sustainable and could simply not come at a worse time for the residents and business owners of Maricopa and within the Global Water service areas who are already struggling to stay solvent. Please vote to deny these increases and send the message that Global Water, like everyone else, is going to have to "suck it up" until the economy turns around.

Thank you for your consideration of this entreaty.

Thomas J Mayer II

Maricopa, Arizona

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 11/6/09

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/6/2009

Opinion No. 2009 - 82917

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 Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82940

Date: 11/9/2009

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

Complaint By: **First:** Mary **Last:** Wiemiller

Account Name: Mary & John Wiemiller

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:**

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: mbemary@aol.com [mailto:mbemary@aol.com]
Sent: Monday, November 02, 2009 10:29 AM
To: Utilities Div - Mailbox
Subject: global water increase

RE: SW-20445A-0-007 W-02451A-09-0078 W-01732A-09-0079 W-20446A-09-0080
W-02450A-09-0081 W-01212A-09-0082

In reference to the above named docket number I am writing to protest the proposed increases in our water usage. With the economy being what it is and people just barely hanging on how in the world can you think of proposing these incredibly high increases. My house is located at 42635 Hillman Drive, Maricopa, AZ. 85239 Maricopa is one of the hardest hit areas in the country for foreclosures. This proposed increases will be detrimental to attracting builders and buyers, which further diminish already reduced real estate values. I don't see any improvements attached to this increase for service, quality of water or distribution it appears that this increase is profit driven only. Please take our futures and lively hoods into consideration before passing this increase.

Marv and John Wiemiller

Maricopa, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

DOCKETED 11/9/09
End of Comments

Date Completed: 11/9/2009

Opinion No. 2009 - 82940

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2009 - 82942

Date: 11/9/2009

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

Complaint By: **First:** Craig **Last:** Simon

Account Name: Craig and Lisa Simon

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 - GLOBAL WATER - SANTA CRUZ

From: SpeedGym [mailto:...]
Sent: Tuesday, November 03, 2009 2:25 PM
To: Utilities Div - Mailbox
Subject: Global Water Rate Increase

In regards to: 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

Dear Arizona Corporation Commission,

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 returns. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new infrastructures.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

· Maricopa is one of the hardest hit areas in the county 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-impressions" 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.

Cordially,

Craig & Lisa Simon
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11-9-09
End of Comments

Date Completed: 11/9/2009

Opinion No. 2009 - 82942

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 - 82949

Date: 11/9/2009

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

Complaint By: **First:** Dennis **Last:** Schwartz

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

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

City: Maricopa **CBR:**

State: AZ **Zip:** **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: dennis schwartz [mailto:
Sent: Wednesday, November 04, 2009 3:21 PM
To: Utilities Div - Mailbox
Subject: Global Water Rate Increase Proposal

Arizona Corporation Commission

Dennis Schwartz 11/04/2009

DOCKET NUMBER

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

Global Water - Rate Increase Proposal CON X

Dear Arizona Corporation Commission Public Representative,

I am writing you to voice my opinion regarding the Global Water Rate Increase Proposal. I want to post that I, Dennis Schwartz, am against the Global Water Rate Increase Proposal.

In addition, I am asking you to explicitly reject the Global Water Rate Increase Proposal. Given the current

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

economic conditions, this rate increase will perpetuate the already financially troubled families in the Maricopa.

Thank you for your time,

Dennis Schwartz
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED - 11-9-09
End of Comments

Date Completed: 11/9/2009

Opinion No. 2009 - 82949

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82951

Date: 11/9/2009

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

Complaint By: **First:** Gordan **Last:** Pfeffer

Account Name: Gordan Pfeffer

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:** f

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 -

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

Please don't approve the extreme rate increase that Global Water is proposing. This will create a huge hardship for me and my community. We likely can't make ends meet now and this would put us over the edge. My HOA would be severely impacted too so I could potentially be getting a double whammy of increased fees. Please oppose all the following dockets:

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

Thank you!
s/Gordon Pfeffer
Gordon Pfeffer

Maricopa, Az

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/9/09 - GLOBAL WATER

End of Comments

Date Completed: 11/9/2009

Opinion No. 2009 - 82951

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: /

Priority: Respond Within Five Days

Opinion No. 2009 - 82953

Date: 11/9/2009

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

Complaint By: **First:** Alanna **Last:** Politico

Account Name: Alanna Politico

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:**

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phor.:

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ -

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 HOA's 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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

and potential buyers.

Sincerely,
s/ Alanna Politico
Alanna Politico
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/9/09
End of Comments

Date Completed: 11/9/2009

Opinion No. 2009 - 82953

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2009 - 82970

Date: 11/9/2009

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

Complaint By: **First:** Linda L **Last:** James

Account Name: Linda L James

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:**

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

November 4, 2009

Re: Global Water Rate Increase

SW-20445A-09-0077

W-0245 1A-09-0078

W-0 1 732A-09-0079

W-20446A-09-0080

W-02450A-09-00\$ 1

W-01212A-09-0082

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

1) The proposed increases will have a negative financial impact on my personal budget. My husband and I live on a fixed income and his chronic illness requires costly, ongoing medical attention. Maricopa was an attractive retirement location choice for us, as housing, taxes, and living costs were reasonable and within our means. If these exorbitant increases are allowed to become effective, our Homeowners Association dues will increase substantially, adding further insult to injury. We may not be able to afford Maricopa.

2) Global Water has not produced added value, advantage, provision for future water infrastructure, improvements, cost-savings, or any other substantive reasons in defense of their proposed increase. It appears the company is solely profit motivated with no regard for persons who are struggling to keep their homes and jobs and their head above water (pun intended). particularly in a time of severe state and national, economic crisis

3) For residents and property owners of Maricopa, the water rate increases are tantamount to extortion. We

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

came here to enjoy and build a community and will now be held hostage to utilities service companies. Electrical rates also skyrocketed this past year, and now Global Water's Palo Verde Utilities is proposing to raise our sewer service charges from \$33/month to \$72.27/month over the next three years for a total 119.2% increase. It make me feel as though we were lured here to be gouged.

4) Outrageous increases will discourage both public and private investment in business and home ownership in Maricopa, neither of which my struggling community can afford. During this time of unprecedented bankruptcies, foreclosures, short sales and job losses, we should be concentrating on maintaining and rebuilding our fractured economic structure. If the rates for basic and necessary utilities escalate as proposed, Maricopa will not be able to recoup its devastating losses, attract people to the empty houses, or build and maintain a thriving business community.

What or who will prevent Global Water from raising rates at will and without limit, if not the ACC? We are depending on you to deny the current proposed increases and hold Global Water accountable for any future rate increase proposals.

Sincerely,

Linda L. James

Maricopa, AZ :
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 11/9/09
End of Comments

Date Completed: 11/9/2009

Opinion No. 2009 - 82970

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 - 82973

Date: 11/9/2009

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

Complaint By: **First:** Thomas C **Last:** James

Account Name: Thomas C James

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:**

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

From: Thomas C. James

Maricopa, AZ

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077

W-02451A-09-0078

W-01 732A-09-0079

W-20446A-09-OOXO

W-02450A-09-0081

W-01212A-09-0082

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

1 The proposed increase will have a negative financial impact on my personal budget I live on a fixed income from social security and the electrical rates have already gone up 22% in one year. If the water rate is increased, my HOA dues will increase as well, further squeezing my budget

21 feel that the proposed budget is greed driven so the wealthy stock holders and investors can continue to take advantage of the individuals and businesses in Maricopa. There are thousands of gallons of water each day that are wasted by broken front yard watering systems. Global Water has done nothing to create a program to save water or improve their existing system. I even had to email them and later go to their office to get them to remove weeds from in front of their pumping station on Dietz Drive even though their workers went in and out of the pumping station daily. They have a problem and it won't be fixed with more revenue from higher water bills!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Maricopa has been hit hard by foreclosures. About half the houses on Dietz Drive sit empty today and utility costs are already much higher than I paid in Phoenix when I lived in Ahwatukee a few years ago. This creates a negative for anyone who wants to buy a home in Maricopa compared to other parts of Phoenix metro area.

Please don't let Global Water do to us what the banks are doing to their customers!

Thomas C James

Maricopa, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 11/9/09
End of Comments

Date Completed: 11/9/2009

Opinion No. 2009 - 82973

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 82975

Date: 11/9/2009

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

Complaint By: **First:** Petition **Last:** Petition

Account Name: Petition Petition

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:**

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 - 4 CUSTOMERS

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

Tim Benjamin
Cynthia Opsahl
Rachael & Sean Brannen
Craig & Lisa Simon
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 11/9/09
End of Comments

Date Completed: 11/9/2009

Opinion No. 2009 - 82975
