

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



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ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: (

Priority: Respond Within Five Days

Opinion No. 2009 - 83267

Date: 11/24/2009

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

Complaint By: First: Warren Last: Johnson

Account Name: Warren Johnson

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 -

Arizona Corporation Commission

DOCKETED

NOV 25 2009

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

DOCKETED BY

AZ CORP COMMISSION  
DOCKET CONTROL

2009 NOV 25 A 10:48

RECEIVED

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, and do so attest with my signature.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/24/09

\*End of Comments\*

Date Completed: 11/24/2009

Opinion No. 2009 - 83267

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

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**Investigator:** Richard Weiss

**Phone:** (000) 000-0000

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No. 2009 - 83268**

**Date:** 11/24/2009

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

**Complaint By:** **Alvino C Gomez**

**Account Name:** Alvino C Gomez

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

**Street:**

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

**City:** Maricopa

**CBR:**

**State:** AZ Zip:

**is:**

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**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

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

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

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

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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and potential buyers.

Alvino C Gomez  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

DOCKETED 11/24/09  
\*End of Comments\*

**Date Completed:** 11/24/2009

**Opinion No.** 2009 - 83268

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V-20445A-09-0077  
-02450A-09-0081  
-20446A-09-0080  
-01732A-09-0079  
-02451A-09-0078  
-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 - 83262

Date: 11/23/2009

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

First:

Last:

Complaint By:      **Rebecca W**

**Strange**

Account Name:      Rebecca W Strange

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

9/24/09

RE Docket Numbers:

SW-20445A-09-0077 W-0245 1A-09-0078 W-01732A-09-0079

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

Dear Sirs:

This is in regards to the proposed water rate increase by Global Water and their subsidiaries. Raising rates will create an undue hardship for the residents of the city of Maricopa. My personal water rate would rise to the highest I've ever paid anywhere. The customer service given by the company is quite poor.

When I initially moved into my new home, the water had been turned on and was working as anticipated. After a couple of days the water was turned off. This occurred on a Thursday. I discovered the water was off after coming home from work for the day. I contacted Global by phone, since it was after hours. The customer service representative indicated he'd have to check whether I was on "the list" and informed me they'd "gotten a fax". I indicated I had sent no fax. I inquired who had sent them the fax and the representative gave me no answer. The representative indicated he would call back.

On Friday, I contacted Global again by telephone as there had been no call back. The customer service representative indicated she'd have to check whether I was on "the list" and informed me they'd "gotten a fax". I indicated I had sent no fax. I inquired who had sent them the fax and the representative gave me no answer. I asked what "the list" was and got no answer. I asked the representative to determine who sent the fax as I suspected it was from the builder of my home who was having service turned off in their name.

After another two calls to Global on Friday, the representative indicated that service would be restored by the end of the day. At 5:00pm, I noticed a Global Water person outside my home. I turned on the water inside the home,

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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and voila, I had water only to see the water pressure fizzle out to nothing within a matter of seconds. By the time I went outside, the Global service person was gone. He did not come to the door to indicate the services were restored. I then discovered that he had turned off the water to the house at the hose bib. Once I turned that on, my water was fully restored,

I'm certain there are many residents of Maricopa with similar stories. This is just one example of the ineptness of a utility which should have focus on the needs of their customers, not just lining their pockets and insisting good faith customers pay for their bad investment choices.

The proposed hike would give many homeowners a double-whammy; not only would their personal rates be higher than any in area cities close by, but the HOAs are profoundly affected too. The HOAs are responsible for maintaining the beautiful look and feel that has become a signature of beauty for Maricopa. The HOAs pass the costs right back to homeowners in the form of dues.

If homeowners cannot afford to pay the water bill, they won't be staying in Maricopa and it could become another Arizona ghost town, instead of a beautiful jewel in the desert that has growth, amenities, and jobs.

Please do not approve this rate increase. It is not in the best interest of Maricopa and its residents.

Sincerely,  
Rebecca W. Strange  
44487 W Red Rock Rd  
Maricopa, AZ 85139-5466  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

DOCKETED 11/23/09  
\*End of Comments\*

Date Completed: 11/23/2009

Opinion No. 2009 - 83262

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

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**Investigator:** Richard Weiss

**Phone:** (000) 000-0000

**Fax:** (

**Priority:** Respond Within Five Days

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**Opinion No. 2009 - 83263**

**Date:** 11/23/2009

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

**Complaint By:** **First:** Kelly **Last:** McCall

**Account Name:** Kelly & Kathy McCall

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

**Street:**

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

**City:** Maricopa

**CBR:**

**State:** AZ **Zip:**

**is:**

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**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 No.: SW-20445A-09-0077  
W-0245 IA- 09-0078  
W-01 732A-09-0079  
W-20446A-09-0080  
W-02450A-09-008 1  
W-0121 2A-09-0082

From: Kelly and Kathy McCall

Maricopa, AZ :

Regarding the above-mentioned docket numbers, we as residents of Maricopa, AZ located in Pinal County, do oppose the proposed increases from Global Water For the following reasons:

Our electric company has raised their rates and we found ourselves struggling just to get by. We actually have had to make installment payment to our electric company within the month so that they would not turn off our electric. If the water rates increase, not only will our bill increase, so will our HOA dues. My husband was just recently laid off. We are now a single income family. If these rates increase, we are afraid that we will no longer be able to stay in our home. A home that we have worked to stay in during these difficult times.

The proposed rates increases are purely profit-driven so that major stakeholders and investors will bring in a higher rate 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, infrastructures.

Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increase will be detrimental to

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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

Thank you,  
s/ Kathy McCall  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

DOCKETED 11/23/09  
\*End of Comments\*

Date Completed: 11/23/2009

Opinion No. 2009 - 83263

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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:** Richard Weiss

**Phone:** (000) 000-0000

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 83257**

**Date:** 11/23/2009

**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:** NA

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

**City:** Maricopa

**CBR:**

**State:** AZ **Zip:** 85139

**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 - 5 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 ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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and potential buyers.

Brent M Hickerson  
Scott Conklin  
Ronald Contryman  
Claire Ceresa & James Topp  
Jeff Dalton  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

DOCKETED 11/23/09  
\*End of Comments\*

Date Completed: 11/23/2009

Opinion No. 2009 - 83257

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

**Investigator:** Richard Weiss

**Phone:** (000) 000-0000

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Opinion No.** 2009 - 83259

**Date:** 11/23/2009

**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:** NA

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

**City:** Maricopa

**CBR:**

**State:** AZ **Zip:** 85139

**is:**

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

**Division:** Water

**Contact Name:** Patty Greco

**Contact Phone:** (623) 518-4137

**Nature of Complaint:**

OPPOSED - GLOBAL WATER - SANTA CRUZ - 3 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, and do so attest with my signature.

Michelle & Miguel Garcia

Mohammed & Janifa Ali

Ramiro Arroyo

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

DOCKETED 11/23/09

\*End of Comments\*

**Date Completed:** 11/23/2009

**Opinion No.** 2009 - 83259