

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

ORIGINAL

ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM



0000105563

47  
CD

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 83365

Date: 11/30/2009

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

First:

Last:

Complaint By: Stephanie E

Palmer

Account Name: Stephanie E Palmer

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Arizona Corporation Commission

Contact Phone: [REDACTED]

Nature of Complaint:

November 25, 2009

Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington St.  
Phoenix, Arizona 85007

DOCKETED

DEC - 1 2009

DOCKETED BY

RECEIVED  
009 DEC - 11 A 9:59  
Z CORP COMMISSION  
DOCKET CONTROL

Re: Global Water - Docket #'s SW-20445A-09-0077, W-01732A-09-0079,  
W-02450A-09-0081, W-02451A-09-0078, W-20446A-09-0080, and W-01212A-09-0082

To Whom It May Concern:

As a customer of Global Water, I wanted to voice my concern over their request for a rate increase. Given the current economy, we are all suffering in one way or another. Many people lost money this past year on their investments and 401K's, some have lost jobs, others live on fixed incomes, and there are those who are struggling just to keep their homes.

We also have concerns for our neighborhoods. Many people live in communities with a Homeowners Association that have large water bills. The amenities put in by builders are hard to support and afford when a community is not completely built out. In Rancho Mirage we have less than 200 homes built out.

An increase at this time, especially at the rate being suggested, would cause a great hardship for many people and communities in the City of Maricopa. Should you have questions regarding this letter, I can be reached as follows:

[REDACTED]

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Stephp361@aol.com  
[REDACTED]

Sincerely  
Stephanie E. Palmer  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion entered.  
\*End of Comments\*

[REDACTED]  
**Opinion No. 2009 - 83365**

**Date Completed: 11/30/2009**  
[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

SW-20445A-09-0077  
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W-01732A-09-0079  
W-02451A-09-0078  
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Christy Parker

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion      No. 2009 - 83302

Date: 11/24/2009

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

First:

Last:

Complaint By:      Danielle

Jacett

Account Name:      Danielle Jacett & Chad Cooper

Home: (000) 000-0000

Street:

Work:

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:

11/24/2009

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

I am concerned that Global Water and its subsidiaries have submitted a request for rate increases for the City of Maricopa, for 40% for base water, 120% for base sewer and 500% for reclaimed water. I would like to explain my response to that request.

We moved to Maricopa from Mesa in 2006 because costs were less here, My Mesa water and sewer bill averaged about \$60 a month with a pool. It also included garbage pickup. My water bill in Maricopa now averages \$71 a month and does not include garbage pickup. It has steadily risen each month for over the past 10 months by a few cents a month from \$69.55 to \$71.29 this year. With costs going down all around us, I can't imagine that the cost of water should be steadily rising. Nothing in my consumption has changed.

As a resident of Maricopa. I have already paid my portion of the infrastructure build when I purchased my home, which I understand is the reason for the request. The economy hit Global at a bad time, as it did all of the country. I understand that; however, you don't punish those who have already paid their portion of the infrastructure because of the bad economy and management decisions by making them pay again for expansion of the system to accommodate future users who will, also then be charged for the infrastructure they require.

Current residents will be paying twice, and Global will not likely pay back what they plan on taking from us now. Chapter 13 reorganization is for the purpose of getting finances back in order following such moves.

Besides, the basic premise that Maricopa is in decline is not true. Recent statistics are showing a net growth of 200

people a month, according to the City Manager, even in this down economy, and that is rising. Each month, The

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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City issues an average of over 100 new single family home permits. Water is a monopoly. We can hardly go somewhere else to get water. We are captive. Calculate out the cost to the average homeowner with a 40% and 120% raise:

Monthly water bill: Now \$35 will be \$49 per month

Monthly sewer bill: Now \$35 will be \$150 per month,

Total \$199 per month

Homeowners Association Fees will be raised to accommodate the 500% increase for reclaimed water-- which will be passed on the Homeowner at an unknown amount... Why such an increase? It would probably be cheaper to use drinking water. So an increase of \$130 for personal billing and probably at least \$50 for Homeowners fees. \$200 increase for water alone each month . That is extreme!!!! Would you like to be held at ransom fbr that? Impact fees were put in place for this purpose.

Please do not approve the rate increase. A monopoly for a life necessity should not be concerned about profits for stock owners, especially when over expansion and poor management is the reason for the increase.

Sincerely,

Danielle Jacett & Chad Cooper  
Homeowner and registered voter  
44162 W. Granite Dr  
Maricopa, AZ 85139  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

11/24/2009

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

Sent to Richard Weiss in Phoenix for docketing.

\*End of Comments\*

Date Completed: 11/27/2009

Opinion No. 2009 - 83302

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Christy Parker

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 83305**

**Date:** 11/24/2009

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

**Complaint By:** **First:** Lisa **Last:** Benson

**Account Name:** Lisa Benson

**Home:**

**Street:**

**Work:**

**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:**

11/24/2009

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

I am writing to voice my concerns about the Global Water proposed rate increases that will affect residents in Maricopa, Arizona. These rate increases are very severe and will have a very negative impact on my household in the form of increased water bills and monthly Homeowner's Association (HOA) fees. I am very concerned about Global Water's proposal as are all my fellow Maricopa residents.

The rate increase for reclaimed water is especially disheartening. Going from \$0.33 per thousand gallons to \$2.00 per thousand gallons is outrageous, if this increase goes into effect, my HOA will need to significantly raise rates to absorb the additional costs. This will pose a hardship for many families in my community, especially in today's economy.

I understand that utility rate increases are inevitable and sometimes necessary, but Global Water's proposed rate increases are EXTREME and will have a detrimental effect on many of Maricopa's residents and businesses. That being said, a modest rate increase would be acceptable.

Thank you for your consideration. Sincerely,

Lisa Benson

\*End of Complaint\*

**Utilities' Response:**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

11/24/2009

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

Sent to Richard Weiss in Phoenix for docketing.

\*End of Comments\*

Date Completed: 11/27/2009

Opinion No. 2009 - 83305

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