

OPEN MAILING ADDRESS ITEM



ORIGINAL



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

ARIZONA CORPORATION COMMISSION

ERNEST G. JOHNSON  
Executive Director

Arizona Corporation Commission  
**DOCKETED**  
JUL 27 2010

July 27, 2010

To: Docket Control

DOCKETED BY

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 21 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  
2010 JUL 27 P 4:09  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

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: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      88081      Date: 7/23/2010

Complaint Description:      08G Consolidation - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
Scott      Turbin

Account Name:      Scott Turbin      Home:

Street:      n/a      Work:

City:      Maricopa      CBR:

State:      AZ      Zip: n/a      is:

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:      Contact Phone:

Nature of Complaint:

7/23 REFERRED FROM CHAIRMAN MAYES' OFFICE

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

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

From: Scott Turpin [mailto:]  
Sent: Tuesday, July 20, 2010 1:14 PM  
To: Mayes-WebEmail; Pierce-Web; Newman-Web; Kennedy-Web; Stump-Web  
Subject: Re: Water Rate Increase

PLEASE NOTE: I am resubmitting this email message. I sent one earlier, but neglected to have the following case numbers

included. Scott Turpin.

Re Case Numbers:

SW-20445A-09-0077

W-20446A-09-0080

W-02451A-09-0078

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

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W-02450A-09-0081

W-01732A-09-0079

w-01212A-09-0082

On Tue Jul 20 12:10 , Scott Turpin <scottturpin@orbitelcom.com> sent:

To the members of the board,

I received word & email that confirms there will be a water increase. I am just amazed! I moved out here a little over a year

ago & recently my escrow account payment increased \$120 a month now slotting my escrow & mortgage at \$1500 a month.

The water increase will add \$30 more a month to our water bill - and the big one is if my HOA Fees now are \$1200 a year, if

the irrigated water rates as you suggest go up 500% that will put my HOA fees at around \$1700 a year for Cobble Stone

Farms!

Since I am currently in sales and on commission, my sales have dropped dramatically in this past year, I will be forced to

move out. At this stage any increase will kill me.

You will see 1,000's more leaving too.

You really need to think this through. Global Water's greed will end up bankrupting this town.

Two things that are very important:

- Never raise taxes during a depression when people are struggling.
- Never raise reclaimed water rates 500% causing HOA fees to soar and more people moving out!

I originally moved out here since as everyone else got a descent price on a house. Since then my utility rates have gone up &

are higher than surrounding cities, water is going up, taxes are going up.

We can all use more money, NEVER, NEVER, NEVER raise rates in conditions like we are in today.

You will have at least one more vacant home & I'm sure hundreds more if you make this move.

I believe in Cobble Stone alone we have 32 vacant homes.

You have to ask yourself, will more vacant homes pay the bills?

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

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Please consider the following before you make a decision:

- 1) hundreds of thousands of dollars less in property tax;
- 2) thousands less in sales tax & groceries spent here;
- 3) thousands down in gas & gas taxes;
- 4) hundreds of thousands less in water bill revenue;
- 5) hundreds of thousands less in utility revenues;
- 6) Fear of becoming a ghost town, because who move to a place with higher taxes, farther commute, higher water, higher

electricity, higher HOA fees & limited services because with options on the table like these, you are cutting yourself off at the

knees.

You will loose in the end when people vacate & understand regulation out here is anybodies guess.

Good luck, I hope you make a decision that will not be detrimental to the finances of your company & the best interests

of the residence of Maricopa.

Sincerely,

Scott Turpin-(Concerned Cobble Stone Resident)

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

7/23

Called customer and advised comments would be made part of the case.

\*End of Comments\*

**Date Completed: 7/23/2010**

**Opinion No. 2010 - 88081**

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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: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88067      Date: 7/23/2010

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

Complaint By:      First:      Last:  
Kimberly      Hunter

Account Name:      Kimberly Hunter      Home: (000) 000-0000

Street:      N/A      Work: (000) 000-0000

City:      Maricopa      CBR:

State:      AZ      Zip: N/A      is: E-Mail

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

Division:      Water

Contact Name:      Carmelle Rodriguez      Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10      REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to all  
Commissioners)\*\*\*\*\*

Reference: Global Water Rates Docket No.'s SW-20445A-09-0077; W-02450A-09-0081; W-20446A-09-0080  
W-07732A-09-0079; W-02451A-09-0078; & W-01212A-09-0082

Resending this daily to get your attention!

Thanks

Kimberly Hunter

On Tue, Jul 20, 2010 at 3:08 PM, Kimberly Hunter

As Secretary of the HOA Board at Cobblestone Farms and a resident of the City of Maricopa, I am writing this letter today to ask that drastic measures be taken to NOT increase our water and sewer rates in the City of Maricopa. Our beautiful community, like many in the city of Maricopa, has already paid over and over again to compensate for the reclaimed water that is in our lake which is full of algae and other organisms that grow and reproduce. We have had to add an acid injector system. We have had to pay to keep the filter cleaned MORE THAN A NORMAL non reclaimed water lake would need. We have had to replace and clean clogged sprinkler heads throughout the community. And this fight with the reclaimed water goes on and on and on. We have added fish to the lake that can hopefully eat away at some of the algae. We have a professional water expert available to us to do analysis and recommendations of our water situation. It's simply ALREADY A MONEY PIT and now we are expected to pay more????? If that wasn't bad enough we are even trying out an ultra sound system which is costing us THOUSANDS to see if we can get rid of/reduce the crud in the water that causes all of our irrigation nightmares.

The Global Water Rate Hike Increase will result negatively in ALL communities in Maricopa. Many HOA boards are already deciding to NOT water their common areas and let the grass turn brown. This seemed to work wonders for Rancho El Dorado who earlier in the year stopped watering their "wash areas" resulting in a call from Global Water wondering what was wrong. They saw that the bill for Rancho was significantly reduced and they wanted to know if they could fix the problem HA! They wanted their money. I can predict right now that if

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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the water hike goes through all of our communities in Maricopa will look like crap simply b/c we as board members cannot justify spending the hundreds of thousands of more dollars toward keeping our otherwise beautiful grass GREEN. WE WILL LET IT DIE. Global will end up NOT seeing a profit or at least not the one they wanted b/c the consumers will simply STOP consuming.....at least at the HOA level.

This is not the TIME nor the PLACE to increase the water and sewer expenses. It is no secret that the city of Maricopa has made it into all sorts of newspaper and magazines being one of the hardest hit in the economic slump. We cannot afford this rate increase.

Please do something to stop this craziness.

Kimberly Hunter

Concerned HomeOwner and BOD for Cobblestone Farms Maricopa, AZ

### Water Rate Increases Recommended

Global Water Rate Increase hearing to be held July 27-28.

Please take a moment to email the Arizona Corporation Commission members (ACC) to voice your concern over the proposed rate increases for all water and sewer services for the 11 companies that Global Water owns. The Administrative Law Judge has rendered her opinion and recommendation to the ACC and she sided with Global! If the increases they have requested get approved, not only will your individual home water/sewer bills go up by more than \$30 per month, the HOA water bills will, for those communities with reclaimed water irrigating the common areas, such as Cobblestone Farms, go up 500%. The rates for reclaimed water right now are 33 cents per 1000 gallons of water. If the increase is granted, it will go to \$2.00 per thousand gallons! No HOA on reclaimed water will be able to afford to water the turf and your assessments will be increased significantly to cover basic irrigation costs. Please read the details of the A.L.J. recommendations on the article at [www.InMaricopa.com](http://www.InMaricopa.com). Remember, Global is not asking for this increase to improve distribution or quality of the water provided. They are asking for it to increase the return on their investor's money from 3-4 percent to 8 percent. What the commission does not seem to understand is, the water (both drinking and reclaimed) here in Maricopa is so high in calcium and salt content that it is necessary to have water softeners for our homes to prevent our appliances and property from being damaged. For the HOA's on reclaimed, we have to have acid injection systems to keep the calcium from clogging our irrigation lines.

Please contact the ACC and be sure to use the case numbers below:

SW-20445A-09-0077

W-20446A-09-0080

W-02451A-09-0078

W-02450A-09-0081

W-01732A-09-0079

W-01212A-09-0082

We don't have a lot of time, so be sure to get your emails to the commissioners so they understand that they will cause the City of Maricopa additional financial hardship beyond what the real estate downturn has already caused us if they approve these increases!

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

7/23/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/23/2010

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: Carolyn Buck

Phone: 602-542-4217

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88068      Date: 7/23/2010

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

Complaint By:      First:      Last:  
Rosemary      Smock

Account Name:      Rosemary Smock      Home: (000) 000-0000

Street:      N/A      Work: (000) 000-0000

City:      Maricopa      CBR: :

State:      AZ      Zip: N/A      is: E-Mail

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:      Carmelle Rodriguez      Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10      REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to all  
Commissioners)\*\*\*\*\*

Reference: Global Water Rates Docket No.'s SW-20445A-09-0077; W-02450A-09-0081; W-20446A-09-0080  
W-07732A-09-0079; W-02451A-09-0078; & W-01212A-09-0082

In references to the Judge's decision regarding cases SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079, W-01212A-09-0082,  
I would like to state the following:

Upon retiring two years ago, I decided to move to Maricopa because of the people and the affordability. It it a new and upcoming city. Then, as we all know, hard times hit all of us especially the people of Maricopa. However, we are slowly coming back. The decision the Judge made in favor of Global Water will devastate everyone. I do not understand why someone would want to destroy a city instead of helping it survive. This will affect everyone, families, retirees, business, etc.

No one will come here. This will increase HOA dues to an unaffordable amount along with the increase in customer rates. I, like many, will not be able to sustain these increases and will have to move. At age 65, this is something I am not looking forward to. Please help us.

Thank you,

Rosemary Smock  
Rancho-EIDorado-The Lakes  
e-mail:

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

7/23/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 7/23/2010

Opinion No. 2010 - 88068

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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: Carolyn Buck

Phone: 602-542-4217

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88069      Date: 7/23/2010

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

Complaint By:      First:      Last:  
James and Michelle      Smith

Account Name: James and Michelle Smith

Home: (

Street: N/A

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: N/A

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10      REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to all  
Commissioners)\*\*\*\*\*

Reference: Global Water Rates Docket No.'s SW-20445A-09-0077; W-02450A-09-0081; W-20446A-09-0080  
W-07732A-09-0079; W-02451A-09-0078; & W-01212A-09-0082

Hello,

I am writing regarding the water rate increase proposed by Global water. I am a resident and a Realtor in Maricopa. A rate increase in this magnitude will severely impact this community in many ways and none will be positive. This increase will stagnate this whole area. You have the ability to stop further destruction of the housing market in this area and help the people that currently call Maricopa their home. Please put a stop to this rate increase.

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

Thank you,

James and Michelle Smith

Michelle Smith, ABR  
Commercial, Residential, Residential Investment Real Estate

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Sun Homes Realty

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/23/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/23/2010

Opinion No. 2010 - 88069

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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: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 88072 Date: 7/23/2010

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

Complaint By: First: Bill Last: Youngmayr

Account Name: Bill Youngmayr Home: (000) 000-0000

Street: N/A Work: (000) 000-0000

City: N/A CBR: †

State: AZ Zip: N/A is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Carmelle Rodriguez Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to All Commissioners)\*\*\*\*\*

REFERENCE: Global Water \*\*\*\*\*OPPOSED RATES\*\*\*\*\*  
Docket No. SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078 ; W-02450A-09-0081; W-01732A-09-0079; and W-01212A-09-0082

From: Bill Youngmayr  
Sent: Tuesday, July 20, 2010 10:10 AM  
To: Mayes-WebEmail  
Subject:

I am a resident of Cobblestone farms in Maricopa Az and am commenting on the water rate increase proposed by Global water. It seems a bit excessive to go from 4% return to 8% return in one increase. As a senior citizen on a some what fixed income it will be very difficult for me to absorb this increase. My guess is that I will have to move from here when I can afford to sell the house.

Bill Youngmayr  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/23/10 Comments entered for the record and docketed.  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 7/23/2010

Opinion No. 2010 - 88072

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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: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88077      Date: 7/23/2010

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

First:

Last:

Complaint By:      **Lee J**      **Rodel**

Account Name:      Lee J Rodel

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:      Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference:      Global Water\*\*\*\*\*OPPOSED RATES\*\*\*\*\*

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

Dear ACC members:

My wife and I are winter resident of Maricopa, Arizona and I am e-mailing you regarding the proposed water/sewer rate increases being requested by Global Water. I am aware of the recent recommendations of Administrative Law Judge Jibilian. I am in disbelief at the Jibilian recommendations. Please allow me to detail for you what these recommendations will mean to us when implemented:

My wife and I spend approximately four winter months in Maricopa. In my most recent Global Water billing for the period June 7th through July 9 we used a total of 521 gallons of water to irrigate a minimal number of plants in our yard. I used no sewer services since we were not in Maricopa. My current Global Water bill for this period is \$60.62 which I feel is quite excessive when considering we are not even at the Maricopa residence. Under Judge Jibilian's recommendation, my monthly bill would be approximately \$90.00! This is nearly a 50% increase for service when I am not even residing in Maricopa. Paying \$90 per month when absent from Maricopa makes no sense at all!

Of even greater concern than the water/sewer rate increases Jibilian recommends is her recommendation accepting Global Water's proposed rate increase for effluent water from \$.33 to \$2.00 per thousand gallons. As a member of the Province HOA in Maricopa, we will likely experience 50-100% increases in our HOA dues just

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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because of the increased cost of recycled water. This is outrageous!! Such an increase in effluent water charges must not be allowed.

The impact of the "double whammy" increase in water/sewer and effluent water charges will make it no longer feasible for us and the thousands of other Maricopa winter residents to maintain homes there. The exodus from Maricopa will be devastating beyond belief. No one will be able afford these rate increases - not the year around residents and certainly not the winter residents. Home owners will be forced to abandon properties, will ignore water/sewer charges, HOA fees will not be paid, etc.

If Global Water's justification is to seek an increased return on their investment, increasing the rates as proposed will not accomplish their objective. I would submit that Global Water will be left with an infrastructure in place providing water and sewer services to homes with no residents. There will be little or no return on their investment in this case.

I plead with you to look again at the impact of accepting the Jibilian recommendations. I cannot fathom how the Jibilian recommendations can be accepted and implemented. What justification can there be for such increases?

Thank you for your thoughtful consideration of the above.

Lee J. Rodel

Email:

Lee and JoEllen Rodel

iv an OIF, ...  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/23/10 Comments wre entered for the record and docketed.  
\*End of Comments\*

Date Completed: 7/23/2010

Opinion No. 2010 - 88077

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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: Carolyn Buck

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88078      Date: 7/23/2010

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

First:

Last:

Complaint By:      **William      Ambos**

Account Name:      William Ambos      Home: (000) 000-0000

Street:      N/A      Work: (000) 000-0000

City:      Maricopa      CBR: !      1

State:      Az      Zip: 85138      is: E-Mail

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

Division:      Water

Contact Name:      Carmelle Rodriguez      Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference:      Global Water\*\*\*\*\*OPPOSED RATES\*\*\*\*\*

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

Case number: SW-20445A-09-0077

W-20446A-09-0080

W-02451A-09-0078

W-01732A-09-0079

W-01212A-09-0082

We just purchased our retirement home in Province Community in Maricopa, AZ. We are on fixed incomes and will not be able to afford the water and sewer rate increases. Our water and sewer rates are already substantial and our HOA fees are already substantial. Please do not pass this proposed increase.

William Ambos  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/23/10 Comments wre entered for the record and docketed.  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 7/23/2010

Opinion No. 2010 - 88078

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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: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88079      Date: 7/23/2010

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

Complaint By:      First: Kraig      Last: Carmickle

Account Name: Kraig Carmickle      Home:

Street: N/A      Work: (000) 000-0000

City: Maricopa      CBR: I

State: Az      Zip: 85138      is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Carmelle Rodriguez      Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference: Global Water\*\*\*\*\*OPPOSED RATES\*\*\*\*\*  
Docket No.'s: SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078; W-01732A-09-0079;  
W-01212A-09-0082

From: Kraig Carmickle  
Sent: Thursday, July 22, 2010 1:13 PM  
To: 'Stump-web@azcc.gov'; 'Pierce-web@azcc.gov'; 'Newman-web@azcc.gov'; 'Kennedy-web@azcc.gov';  
'Stump-web@azcc.gov'  
Subject: Province Community Association in Maricopa Arizona

Happy Thursday ACC Members

The below case numbers I would like to express my concerns towards the Global Water proposed rate increase and how that would impact the Master Planned Community of Province (Active Adult Community 55+) that I currently Manage in Maricopa.

Case numbers which are:

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

With the current housing market struggling to keep people within the state of Arizona & the City of Maricopa I will tell you if Global Water receives any large increases in potable water or reclaimed water Province Community will be a staging area for foreclosed homes. Active Adult homeowners (55+) have fixed incomes and a large increase in their personal potable water/sewage & a large increase/special assessment in their monthly HOA

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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dues would force most 55+ homeowners out of Maricopa due to their fixed incomes. From the HOA side of the proposed increases we would have to hit the current homeowners with a large increase in their monthly HOA assessments next year to cover the reclaimed water bill to fill our lakes & irrigate our turf/shrubs/trees. For a great example last month we received our monthly reclaimed water bill from Global Water @ 33 cents per 1,000 gallons and Province Community Association used 24.2 million gallons of reclaimed water in the month of June. So without the proposed increased amount we spent over \$8000 in reclaimed water and if you pass the proposed \$2.00 per 1,000 gallons Province would have to pay approximately \$48,000 for one month of reclaimed water.

You have to understand that when "past" bankrupt home developers & Global Water officials were first putting together the infrastructure for Maricopa developments they "all" agreed that the reclaimed water that would supply the several developments within Maricopa would be at a low cost to the developers/HOA's. This low cost to Maricopa developments would bring people from the outside and they would fall in love with the lush environment (green grass, lakes, trees & lively shrubs) and that would lead to a purchase of a new home within Maricopa. With the purchase of a new home the developers & Global Water would both financially benefit from the new homeowner. The reason why I bring this item up is that the current homeowners purchased into Province & other subdivisions within Maricopa with the impression that the lush environment would last forever an their monthly HOA dues would stay within reason. Province current home values hang on your upcoming decision.

Please feel free to contact me anytime regarding my e-mail or if you have questions. Please save Maricopa & Province Community Association from becoming a ghost town/community.

Kraig Carmickle, CAAM®

Community Manager

Province Community Association

AAM, LLC

"Setting the Standard of Excellence for 20 Years"

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

7/23/10 Comments wre entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/23/2010

Opinion No. 2010 - 88079

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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: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 88080

Date: 7/23/2010

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

First:

Last:

Complaint By: Diane

Sternberg

Account Name: Diane Sternberg

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: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference: Global Water\*\*\*\*\*OPPOSED RATES\*\*\*\*\*

Docket No.'s: SW-20445A-09-007; W-20446A-09-0080; W-02451A-09-0078; W-01732A-09-0079; W-01212A-09-0082

All:

I am writing to urge you NOT to allow global water to increase their rates for the town of Maricopa.

If the increases are approved, my individual home water/sewer bills go up by more than \$30 per month, and the HOA water bills will for those communities with reclaimed water irrigating the common areas, go up 500%.

This will result in a huge increase in HOA fees for everyone living in Maricopa. If the increase is granted, it will go to \$2.00 per thousand gallons! No HOA on reclaimed water will be able to afford to water their turf and homeowner assessments will be increased significantly to cover just basic irrigation costs.

Remember, Global is not asking for this increase to improve distribution or quality of the water provided. They are asking for it to increase the return on their investors money from 3-4 percent to 8 percent.

The quality of our water will NOT be improved and it is currently so high in calcium AND salt content that we all have to have water softeners for our homes to prevent all our appliances and property from being ruined.

HOA's that use reclaimed water to irrigate turf have to have acid injection systems to keep the calcium from completely clogging our irrigation lines and killing all grass/shrubs/trees within the community.

The case numbers for global water's request are below. I believe this will have an adverse impact on the town,

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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potentially worse than the real estate debacle.

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

Respectfully,  
Diane Sternberg

Maricopa Az  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/23/10 Comments wre entered for the record and docketed.  
\*End of Comments\*

Date Completed: 7/23/2010

Opinion No. 2010 - 88080

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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: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88082      Date: 7/23/2010

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

Complaint By:      First: Kyle & Georgia      Last: Engelking

Account Name:      Kyle and Georgia Engelking      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:      Carmelle Rodriguez      Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference:      Global Water\*\*\*\*\*OPPOSED RATES\*\*\*\*\*  
Docket No.'s:      SW-20445A-09-007; W-20446A-09-0080; W-02451A-09-0078; W-01732A-09-0079;  
W-01212A-09-0082

RE:  
SW-20445A-09-0077  
W-20446A-09-0080  
W-02451A-09-0078  
W-02450A-09-0081  
W-01732A-09-0079  
W-01732A-09-0079

If the increases Global water have requested get approved, our individual home water/sewer bills go up by more than \$30 per month, and our HOA water bills for reclaimed water irrigating the common areas will increase 500%. The rates for reclaimed water right now are 33 cents per 1000 gallons of water. Last month Province (where we reside) was invoiced \$8000 for June from Global Water. If the proposed increase passes for reclaimed water at \$2.00 per 1,000 gallons we would have paid \$48,000 for the month of June for reclaimed water. If the increase is granted, it will go to \$2.00 per thousand gallons! No HOA on reclaimed water will be able to afford to water their turf and homeowner assessments will be increased significantly to cover just basic irrigation costs.

Global is not asking for this increase to improve distribution or quality of the water provided. They are asking for it to increase the return on their investors money from 3-4 percent to 8 percent. What the commission needs to understand is the quality of water (both drinking and reclaimed) here in Maricopa is so high in calcium and salt content that we all have to have water softeners for our homes to prevent all our appliances and property from being ruined. HOA's like ours, that use reclaimed water to irrigate turf have to have acid injection systems to

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

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keep the calcium from completely clogging our irrigation lines and killing all grass/shrubs/trees within the community. These monies out of our pocket are needed to just make the water that Global provides us useable.

Please deny this increase. It is motivated by pure greed.

Kyle and Georgia Engelking

10510 W. ...

Mesa, AZ 85138

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

7/23/10 Comments wre entered for the record and docketed.

\*End of Comments\*

**Date Completed: 7/23/2010**

**Opinion No. 2010 - 88082**

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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: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88083      Date: 7/23/2010

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

Complaint By:      First: Charles      Last: Lisitsky

Account Name: Charles Lisitzky

Home:

Street: N/A

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: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference: Global Water\*\*\*\*\*OPPOSED RATES\*\*\*\*\*  
Docket No.'s: SW-20445A-09-007; W-20446A-09-0080; W-02451A-09-0078; W-01732A-09-0079;  
W-01212A-09-0082

Dear, Kristin K Mayes,

I currently live in maricopa and have very high water rates already and I received a e-mail from my HOA today stating that Global wants to raise it even more. Please do not approve this. When I moved to Maricopa I put in a lawn for my dogs and after having it for 4 years I could not afford to water it, so I installed fake grass and my water bill is still about the same. So please do not approve this raise in are water.

\*\* CONFIDENTIAL \*\*  
Charles Lisitzky

E-Mail -  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/23/10 Comments wre entered for the record and docketed.  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 7/23/2010

Opinion No. 2010 - 88083

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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

IZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone: 000 000 0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 88091

Date: 7/23/2010

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

First:

Last:

Complaint By: Dana

Jennings

Account Name: Dana Jennings

Home:

Street: N/A

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: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference: Global Water\*\*\*\*\*OPPOSED RATES\*\*\*\*\*  
Docket No.'s: SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078; W-01732A-09-0079;  
W-01212A-09-0082  
RESENDING with Case Numbers:

Our message below (and from earlier) is in reference to the following case numbers:

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

On Thu, Jul 22, 2010 at 3:14 PM, Dana Jennings

rote:

Commissioners,

It is with utmost urgency that we reach out to each of you to express our serious concern about the proposed rate increases that Global Water is requesting.

We are new homeowners in Arizona, relocating there just this year! We have spent much of our lives in Colorado and therefore have great appreciation for water issues, including water rights and water conservation. Having said that, the current Global Water rates are already significantly higher than any other water utility we've

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

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ever had, and the rationale for their structure is baffling. For comparable usage, the residential rates Global Water charges are FOUR times our Colorado home! Further, the quality of the water we receive from Global Water is so bad, that we have to have water softners and RO systems to make it usable!

We are outraged by any potential rate increase and reject the notion entirely. Global Water does NOT need to increase its returns to shareholders at the expense of its customers and the residents of Arizona, particularly at the excessive rates they are proposing.

We bought in Maricopa, which as you may know is a highly distressed real estate market resulting from the fact that virtually the entire town was built during the boom of the early 2000s. As such, EVERY home built this decade is valued today significantly below its original price. Foreclosures dominate the town. We know many areas in AZ have been badly hit, but nowhere is a single town so impacted than Maricopa, again, because 90% of the homes were built in the peak.

IF Global Water is successful in its request for a rate increase, THIS TOWN WILL SUFFER EVEN MORE DRAMATICALLY. At some point, basic utilities become out of reach for people. This is NOT the time to approve Global Water's request. It is beyond unreasonable!

Our HOA and the other HOAs in Maricopa can NOT afford water prices (specially reclaimed water) escalating FIVE times, and we as homeowners, who already pay \$60 a month even if there is ZERO usage (which is unheard of in any other city!!), can NOT afford 50% plus increases.

The proposed rate increases are NOT EQUITABLE OR JUST. Please DO NOT APPROVE the Rate Increase!!!

There has to be a better solution!! As elected Commissioners we ask that you strongly consider the impact this request will have on the people of Maricopa and others served by Global Water.

Please feel free to contact us if you have questions.

Kind Regards,

Dana Jennings/Scott Patterson/Dorene Jennings

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/23/10 Comments were entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/23/2010

Opinion No. 2010 - 88091

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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: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88092      Date: 7/23/2010

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

Complaint By:      First:      Last:  
Bev and Ken      Warner

Account Name:      Bev and Ken Warner      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:      Carmelle Rodriguez      Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference:      Global Water\*\*\*\*\*OPPOSED RATES\*\*\*\*\*  
Docket No.'s:      SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078; W-01732A-09-0079;  
W-01212A-09-0082

Dear Ms. Mayes

Re: Case Numbers  
SW-20445A-09-0077  
W-20446A-09-0080  
W-20451A-09-0078  
W-02450A-09-0081  
W-01732A-09-0079  
W-01212A-09-0082

I am very concerned about the proposed rate increases for the water and sewer provided for by the 11 companies that Global Water owns. To say that the proposed increase is a shock is an understatement. It will not only affect me as an individual homeowner but also as a member of gated community with HOA fees. I hope that the Arizona Corporation Commission will seriously consider not accepting the proposed rate increases.

Sincerely  
Bev and Ken Warner

Maricopa, AZ  
\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

7/23/10 Comments were entered for the record and docketed.  
\*End of Comments\*

Date Completed: 7/23/2010

Opinion No. 2010 - 88092

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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: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88094      Date: 7/23/2010

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

Complaint By:      First: Edward and Judy      Last: Hernandez

Account Name: Edward and Judy Hernandez      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: Carmelle Rodriguez      Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference: Global Water\*\*\*\*\*OPPOSED RATES\*\*\*\*\*  
Docket No.'s: SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078; W-01732A-09-0079; W-01212A-09-0082

ACC members : The Adm. Law Judge has rendered her opinion and recommendation to the ACC and she sided with Global water. If the increases they have requested get approved, not only will our individual home water/sewer bills go up by more than \$30.00 per month, the HOA water bills wills for those communities with reclaimed water irrigating the common areas , go up 500%. In economic times like we are currently facing it's a disgrace to have a public utility or and other for profit corp. to consider raising fees, rental rates,etc , there are enough problems with out having these rate increases. Global is not asking for this increase to improve distribution or quality of the water provided. They are asking for it to increase the return for their investors money from 3-4 percent to 8%. Please vote against this rate increase and help us Az. Citizens survive this economic downturn. SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079, W-01212A-09-0082.Kristin K Mayes, Gary Pierce, Paul Newman, Sandra D Kennedy. Bob Stump. Your vote to defeat this rate increase is appreciated !!!! Edward and Judy Hernandez  
Lane Maricopa, Az.      Maricopa, Az Hernandez H.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/23/10 Comments were entered for the record and docketed.  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 7/23/2010

Opinion No. 2010 - 88094

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

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We are in the deep throes of a recession throughout this country affecting ALL families. The passage of this increase would be an outrage and I am asking you as ACC members to reject this obscene rate increase. If you decide to do nothing about it, I and everyone else in this community and other communities in the surrounding area will get even at the ballot box.

Robert Corrado

maricopa, az. 85138

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

7/23/10 Comments were entered for the record and docketed.

\*End of Comments\*

**Date Completed: 7/23/2010**

**Opinion No. 2010 - 88095**

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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: Carolyn Buck

Phone: 000-000-0000

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88102      Date: 7/23/2010

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

Complaint By:      First:      Last:  
Loretta      Campbell

Account Name:      Loretta Campbell      Home: (000) 000-0000

Street:      N/A      Work: (000) 000-0000

City:      Maricopa      CBR      000

State:      Az      Zip: 85138      is: E-Mail

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:      Carmelle Rodriguez      Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference:      Global Water\*\*\*\*\*OPPOSED RATES\*\*\*\*\*  
Docket No.'s:      SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078; W-01732A-09-0079;  
W-01212A-09-0082

In reference to matters :SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079, W-01212A-09-0082

I am a concerned homeowner in the Province Over-55 Community. Most of us here are on Social Security and fixed incomes. We came to Maricopa to live out the rest of our lives in a friendly environment and in a town that we thought had the potential to grow. With the rate increase you have suggested, it will drive a majority of us out of Maricopa and into other cities in AZ. This city will become a ghost town and the income from the proposed increase will not bring the return to Global Water investors that they expect. If you check any other city near by, you will realize that what is proposed is totally out of sight. You have retirees and young families here who not only have to struggle to keep the economy alive and well in Maricopa because of the economic downturn, but now have to face the possibility of having to relocate because they cannot afford to live here. To what purpose is this increase if this is the case? Please take a second look at this proposal!!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/23/10 Comments were entered for the record and docketed.

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 7/23/2010

Opinion No. 2010 - 88102

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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: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88103      Date: 7/23/2010

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

Complaint By:      First: William S      Last: Fee

Account Name: William S. Fee

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: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference: Global Water\*\*\*\*\*OPPOSED RATES\*\*\*\*\*  
Docket No.'s: SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078; W-01732A-09-0079;  
W-01212A-09-0082

Dear Ms Mayes,

As a resident of Maricopa, and a senior citizen, our utilities costs are higher than in the valley. Another rate increase for water will hurt, not only me, but the entire community of Maricopa plus all other communities that Global and its subsidiaries service. I can write a thesis about why you should vote no, but it is just not a good idea now!

I ask you to vote NO on the request for a rate increase and to hold off for several years until our economy can get back on its feet. The case numbers are:

SW-20445AQ-09-0077  
W-20446A-09-0080  
W-02451A-09-0078  
W-02450A-09-0081  
W-021732A-09-0079  
W-01212A-09-0082.

Regards,

William S. Fee

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Maricopa, Az 85139-2926

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/23/10 Comments were entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/23/2010

Opinion No. 2010 - 88103

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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: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88104      Date: 7/23/2010

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

First:

Last:

Complaint By:      **Anthony and Kathryn Debevec**

Account Name:      Anthony and Kathryn Debevec

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:      Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference:      Global Water\*\*\*\*\*OPPOSED RATES\*\*\*\*\*  
Docket No.'s:      SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078; W-01732A-09-0079;  
W-01212A-09-0082

Dear Arizona Corporation Commissioners,

we are writing in response to the judges determination in the Global Water cases:

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

We reside in the community of Province in Maricopa, AZ. This is a 55 and better community which won awards for it's design when introduced by Engle Homes. After Engle Homes abandoned the property and filed for bankruptcy, it was almost two years before Meritage stepped in to continue the build out of this community. During this time, homeowners have seen increased HOA fees to support the common areas.

We recently learned the impact the Global Water rate increase will have on us as homeowners of this community. The present rate for reclaimed water used in our common area is \$.33/1000 gallons. The proposed rate is \$2.00/1000 gallons. The example given, by HOA management, is that our Global Water bill in June was \$8,000. With the new rate increase approved, that would jump to \$48,000. This is totally unacceptable.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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It is also our understanding that the increase was requested not to give us better service, but to give a larger return to investors of the company. In these bleak economic times, we feel increases must be kept to a minimum only allowing for service related needs.

We will never succeed as a community with these increases. Our CC&R's do not allow the HOA to increase our monthly fees to cover this new rate. With that said, we will be forced to cut back the water usage of the common areas which could have a negative impact on future home sales. Fewer homes mean less monies to provide community expenses or higher fees to current homeowners.

Please look at this ruling and consider the impact it will have on our entire city. Maricopa is struggling to make it's way out of this housing crisis....these increased fees will just bury us in a ghost town.

Respectfully submitted,  
Anthony and Kathravn Debevec

Maricopa, AZ 85138

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The New Busy is not the too busy. Combine all your e-mail accounts with Hotmail. Get busy.  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

7/23/10 Comments were entered for the record and docketed.  
\*End of Comments\*

Date Completed: 7/23/2010

Opinion No. 2010 - 88104

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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: Carolyn Buck      Phone      7      Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88096      Date: 7/23/2010

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

Complaint By:      First: Patricia L.      Last: Rudge

Account Name: Patricia L. Rudge / William M. Ambox      Home: (000) 000-0000

Street: N/A      Work: (000) 000-0000

City: Maricopa      CBR: I

State: Az      Zip: 85138      is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Carmelle Rodriguez      Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference: Global Water\*\*\*\*\*OPPOSED RATES\*\*\*\*\*  
Docket No.'s: SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078; W-01732A-09-0079;  
W-01212A-09-0082

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

We just bought this house in Province Community in Maricopa, AZ. It took both of us combining our money to be able to afford this lovely home. It is to be our retirement home, the last house we will buy. We are on fixed incomes and will not be able to afford the water and sewer rate increases and the decrease in value to our home due to the unsightly appearance of burned common areas grasses and to our own yards due to the high increase in the rates. Our water rates are already substantial and cannot afford a "hit" like this. Our HOA fees are already very substantial and we just can't take an increase.

Please do not pass this proposed increase and force the majority of us in this community and surrounding areas to flee in fear of devalued property again.

Patricia L. Rudge and William M. Ambox  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

7/23/10 Comments were entered for the record and docketed.  
\*End of Comments\*

Date Completed: 7/23/2010

Opinion No. 2010 - 88096

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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: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88098      Date: 7/23/2010

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

Complaint By:      First: Elmer and Sue Ann      Last: Hill

Account Name:      Elmer and Sue Ann Hill      Home:

Street:      Work:

City:      Maricopa      CBR:

State:      Az      Zip: 85138      is: E-Mail

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:      Carmelle Rodriguez      Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference:      Global Water\*\*\*\*\*OPPOSED RATES\*\*\*\*\*  
Docket No.'s:      SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078; W-01732A-09-0079;  
W-01212A-09-0082

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

I am writing to you as a concerned resident of Province community in Maricopa AZ. I have been informed by our HOA manager that the hearings for Global Water to increase the cost of reclaimed water will occur very soon and you will be making the decision to accept or reject their request for a rate hike.

We understand that this rate hike is to pay their investors back at 8% rather than the 3-4% they have received in the past. If this rate hike is approved, the cost of maintaining our common grounds in our community will rise 500%!!! No one...and I mean absolutely NO ONE can absorb that cost or pass it on to the consumer in this troubled economy.

Our water in Maricopa is full of salt and other desert chemicals and the cost of acid injection systems and water softeners in every home in Maricopa is REQUIRED to avoid permanent damage to our in home plumbing and outside water systems. This rate hike will make our already shaky housing market collapse. This is not "gloom & doom"...this is REALITY for those of us in Pinal County.

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

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Please do NOT allow Global Water to pay their investors DOUBLE when every other investor is "taking a hit" for the economic environment. And the homeowners in Pinal County cannot "take a hit" either with a 500% increase. Vote NO! Global Water could choose to "stair step" their increase...just not all at once!

Thank you and I would appreciate a response and your thoughts on the above.

Elmer and Sue Ann Hill

MariCopa AZ 85130

Email address:

Shop 'til you drop at my Mary Kay website...[www.marykay.com/believe](http://www.marykay.com/believe)

"The will of God will never take you where the Grace of God will not protect you."

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/23/10 Comments were entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/23/2010

Opinion No. 2010 - 88098

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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: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88099      Date: 7/23/2010

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

Complaint By:      First: Joe      Last: Gruberman

Account Name:      Joe Gruberman      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:      Carmelle Rodriguez      Contact Phone: (623) 580-9600

Nature of Complaint:

7/23/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference:      Global Water\*\*\*\*\*OPPOSED RATES\*\*\*\*\*  
Docket No.'s:      SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078; W-01732A-09-0079;  
W-01212A-09-0082

I implore you all, as a semi-retired homeowner in the Province Community in the City of Maricopa, to please side with Judge Teena Jibilian's opinion and deny Global Water's request for a rate increase (as described specifically in the subject docket numbers).

I'm not learned enough to know whether the desired increase represents the fair market value of their product, but to lure customers with affordable pricing and then to ask for an exorbitant rate increase when there are no longer any alternatives smacks of "bait and switch" tactics to me.

It seems to me that if Global Water did a better job of managing itself, they would not have invested in such an elaborate facility on the outskirts of Rancho El Dorado, only to have to close it down little by little as their overspending paid a toll in lesser profits for their shareholders. Their facility looks like an exhibit straight out of EPCOT Center, except with no visitors to appreciate it. As far as I'm concerned, that's sunk marketing costs that utility users should not have to bear.

Here in Province, we pay for the beautification of the place in which we live. We have no golf courses, but do have greens and lakes that are home to a natural abundance of wildlife. Province serves as a model community not only within Maricopa but in all of Arizona as a place that people can retire to in order to live out simple, peaceful lives in moderate homes (none has more than two bedrooms) and in a social atmosphere that promotes healthful senior living.

Allowing this rate increase would devastate our community and drive current homeowners away. As well, it

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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would prevent new buyers from considering moving here because of high maintenance costs. To give Global Water stockholders a decent ROI during a long-term economic recession will do no less than destroy Province as a viable community. I say let them weather the storm like the rest of us. Give us an opportunity to build the community and let Global Water benefit from an increased customer base.

Thank you for your time and I hope you find something of value in what I've said.

Kind regards,  
Joe Gruberman

Maricopa, AZ 85138

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

7/23/10 Comments were entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/23/2010

Opinion No. 2010 - 88099

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