

**ORIGINAL** OPEN MEETING AGENDA ITEM



0000113400

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



**ERNEST G. JOHNSON**  
Executive Director

**ARIZONA CORPORATION COMMISSION**

August 3, 2010

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 65 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**  
AUG 3 2010

DOCKETED BY *[Signature]*

RECEIVED  
2010 AUG - 3 P 2: 01  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Concerned Citizen of Maricopa,

Donald W. Stinemetz

Maricopa

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88363

---

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 - 88362

Date: 8/2/2010

Complaint Description:

08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:

First:

Last:

Dale

Ehrbright

Account Name:

Dale Ehrbright

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC  
E\*\*\*\*\*

Dear Commissioner:

Regarding these 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

I am extremely upset with this proposal by Global water to raise rates to increase the return on their investors money from 3-4 percent to 8 percent. You need to understand 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 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.

Global is not asking for this increase to improve distribution or quality of the water provided. I might be able to understand it if they were. But to do it for these reasons truly outrageous and will be the kiss of death for growth in Maricopa.

Sincerely,

Maricopa, AZ

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88362

---



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Date Completed: 8/2/2010

Opinion No. 2010 - 88360

---



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Date Completed: 8/2/2010

Opinion No. 2010 - 88359

---

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 - 88358

Date: 8/2/2010

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

First:

Last:

Complaint By:      **Wendell**

**Ritchey**

Account Name:      Wendell Ritchey

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC  
E\*\*\*\*\*

Regarding Docket Numbers: SW-20445A-09-0077; W-20446A-09-0080; W02451A-09-0078; W-02450A-09-0081; W-01732A-09-0079; W01212A-09-0082

Dear ACC Members,

As a resident of Maricopa living in the Province sub division I am writing to let you know the impact the proposed increase by Global Water would have on our community and on our personal lives. This increase would impact our cost of living to the extent that my wife and I would have to seek relocation options. The community housing market is all ready depressed below the values when they were purchased. This increase will have a negative influence on the all ready depressed home values requiring distressed home sales for those who can no longer afford the cost of living increases caused by these rate increases.

In my opinion this will have a significant and long lasting impact on the survival of Maricopa as a community.

Personally, my wife and I will incur a major impact on our retirement life style as a result of this rate increase. We will be forced to remove all landscaping vegetation and disconnect our irrigation system. The most significant impact for all members of the community will be the cost of HOA operations since we are in a lake community that will incur increased operating expenses that will cause all community members to make major adjustments to their life styles.

I ask you to consider the negative impacts this will have to the Maricopa community in these difficult economic times and withhold approval of this rate increase.

Sincerely,  
Wendell Ritchey

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Maricopa, AZ 85138  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88358

---

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 - 88357

Date: 8/2/2010

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

First:

Last:

Complaint By:      ALETHA

ORMONDE

Account Name:      ALETHA ORMONDE

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC  
E\*\*\*\*\*

Regarding Docket Numbers: SW-20445A-09-0077; W-20446A-09-0080; W02451A-09-0078; W-02450A-09-0081; W-01732A-09-0079; W01212A-09-0082

COMMISSIONER MAYES:

IT IS UNREAL THAT THIS WATER INCREASE MIGHT HAPPEN. THE ECONOMY IS HURTING AS A WHOLE AND ESPECIALLY THE CITY OF MARICOPA. PLEASE TAKE INTO ACCOUNT THAT PEOPLE ARE STRUGGLING TO PAY THEIR UTILITY BILLS AS WITH THE TURN DOWN OF THE HOUSING COMMUNITY HAS EFFECTED THE CITY IN A NEGATIVE WAY. WHY SUCH A BIG WATER INCREASE? WHY NOT ASK FOR SOMETHING THAT IS REALISTIC. WHEN GLOBAL WATER CAN SPEND OVER 5 MILLION IN PAYING BONUS TO THEIR EXECUTIVES - TAKE ANOTHER LOOK AT GLOBAL. SAVE OUR COMMUNITY....

ALETHA ORMONDE

MARICOPA, AZ. 85138

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and docketed.

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Date Completed: 8/2/2010

Opinion No. 2010 - 88357

---



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Thank you for your time & support!

Gary Engle and Edythe Engle

Maricopa, AZ 85138

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88356

---



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

8/2/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88355

---

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

RIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88174      Date: 7/27/2010

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

Complaint By:      First: Darrell      Last: Stapleton

Account Name:      Darrell Stapleton      Home: (000) 000-0000

Street:      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:

7/27/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\* (Also sent to ALL Commissioners)\*\*\*\*

Reference:      Global Water Rate Case\*\*\*\*\*OPPOSED\*\*\*\*\*  
Docket No. SW-2044A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-0245A-09-0081,  
W-01732A-09-0079, & W-01212A-09-0082

We are all asking you to fight the global water rate just to satisfy the investors in the their company. I'm sure you want me to keep this short, but if this rate is allowed the town of Maricopa will become a ghost town and you will have nothing to be a council too. The water here is of the poorest quality making most of us to put in water softeners. The price of homes being put on the market will plummet even worse as people will be forced to sell their houses and leave. Please talk to the administrative judge and explain that HOA dues will drive most of from our places.

Darrell Stapleton

Case numbers  
SW 20445A-09-0077  
W-20446A-09-0080  
W-02451A-09-0078  
W-0245A-09-0081  
W-01732A-09-0079  
W01212A-09-0082  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

7/27/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 7/27/2010

Opinion No. 2010 - 88174

---



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

---

Maricopa, Arizona

---

7/27/10 Additional e-mail sent to Mayes-WebEmail on 7/23/10 @ 11:17 AM

Re: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 are residents of Province and are very concerned over the Global Water rate increase.

If the rate increase were to improve the water here in Maricopa we could possibly understand the reasoning, but since our household water as well as the reclaimed water are still so bad, to justify a rate increase to satisfy share holders with an 8% return on their money and not the now 3-4% is unconscionable!

My husband is 74 and working himself to "death" managing a Home Depot so we can continue to keep our home. He is not able to retire because our portfolio went from making 8-10% a year to 1%!!! We are not blaming anyone else nor are we trying to make that up at anyone else's expense, so we would ask you to please consider that in our town of Maricopa where the economy is struggling anyway, you would not contribute to it's getting any worse by voting to allow Global Water to raise its rates.

Their share holders can "bite the bullet" like the rest of us have done!

Thank you,

Sincerely,

Sandra and Jim Martin  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/27/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 7/27/2010

Opinion No. 2010 - 88171

---

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 - 88170      Date: 7/27/2010

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

Complaint By:      First: Jim      Last: Thomas

Account Name:      Jim Thomas      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:

7/27/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*

Reference:      Global Water Rate Case\*\*\*\*\*OPPOSED\*\*\*\*\*  
Docket No. SW-2044A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-0245A-09-0081,  
W-01732A-09-0079, & W-01212A-09-0082

Dear Kristin:

I realize how important your time is and the volume of mail you are receiving in regard to this issue so I will keep this short. If the recommendations of the Administrative Law Judge are approved it will signal the death knell of the city of Maricopa. The rate increases suggested are not to increase the quality of the water being provided, but to improve the rate of return to their investors from 3-4% to 8%.

The current quality of their product is such that Water Softeners and RO Systems are a requirement. The average homeowner's rate is estimated to increase by about \$30.00. In order to make the Maricopa area more attractive the HOA's utilize a substantial amount of reclaimed water for irrigation. The proposed 600% increase (\$0.33/1000 gals to \$2.00/1000 gals) will certainly eliminate those efforts. Basic irrigation costs will skyrocket forcing increased HOA fees and mandating more homeowners to find more affordable accommodations.

The aforementioned Global rate increases coming on top of the current economical situation will certainly go far in driving the city of Maricopa into the status of another Ghost Town. Please put yourselves in the position of the average Maricopa citizen and vote accordingly.

Thank you for your time and consideration.

Jim Thomas

Please reference - SW-2044A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-0245A-09-0081, W-01732A-

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

09-0079,

W-01212A-09-0082

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/27/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/27/2010

Opinion No. 2010 - 88170

---

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 - 88352

Date: 8/2/2010

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

Complaint By:      First:      Last:  
Maureen      Stinemetz

Account Name:      Maureen Stinemetz

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC  
E\*\*\*\*\*

Regarding Docket Numbers: SW-20445A-09-0077; W-20446A-09-0080; W02451A-09-0078; W-02450A-09-0081; W-01732A-09-0079; W01212A-09-0082

no mincing of words here, I have a Social Security check per month of \$422.00, thats it! I live in Province and my water will go over \$100.00 per month, and our HOA dues are now 470.00 per quarter with the water rates they are now. Our HOA bill will go sky high. our bill is now \$8000.00 per month will be \$48,000.00 per month for Province!!

Why, because Global does not know how to run a business and they want me to pay for it. Well, there will be no paying of it from me, I will lose this house and have to move OUT of Maricopa. Most people who live here are on a fixed income. And just what do we get from Global for this increase? They could not give any worse service if they tried! 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. Please pass this onto the Judge lady who sided with Global. What will happen to Maricopa if 90% of Province homes go up for sale, plus the mess Maricopa is already in from home disasters! I want a response from each one of you and the Judge. My name is Maureen Stinemetz, Maricopa, AZ 85138, my number is

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and doceted.

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Date Completed: 8/2/2010

Opinion No. 2010 - 88352

---

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 - 88348

Date: 8/2/2010

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

Complaint By: First: Judy Last: Agolladay

Account Name: Judy Agolladay

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:

8/2/10 \*\*\*\*\* REFERRED BY CHAIRMAN MAYES' OFFIC  
E\*\*\*\*\*

Regarding Docket Numbers: SW-20445A-09-0077; W-20446A-09-0080; W02451A-09-0078; W-02450A-09-0081; W-01732A-09-0079; W01212A-09-0082

Global Water Rate Increase Hearing Soon!

We propose that all rates Not Be increased for water and sewer for the 11 companies that Global Water owns. If you accept the purposed rate increase you will cause the City of Maricopa a worse financial hardship than the dive in the Real Estate market has caused us. We can hardly afford to live here now and this will cause even more hardship on the town and people that live here. When we moved here it was very affordable now we have to think twice about every dime we spend. If this proposal is approved I am sure you will see more people just walking away from their homes. We have taken a big hit on our homes and lost thousands of dollars that we will never get back and now you want more from us Unbelievable

You guys keep going and this will be nothing but a ghost town because you forced us into walking away from our homes

You guys want to make 8% profit when we have lost all of our profit and continue to do so.

Case Numbers

SW-20445A-09-0077

W-20446A-09-0080

W-02451A-09-0078

Kraig Carmickle

W-02450A-09-0081

W-01732A-09-0079

W-01212A-09-0082

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and docted.

\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88348

---

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 - 88347      Date: 8/2/2010

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

Complaint By:      First:      Last:  
Celia      Barnes

Account Name:      Celia Barnes      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:

8/2/10 \*\*\*\*\* REFERRED BY CHAIRMAN MAYES' OFFIC  
E\*\*\*\*\*

Regarding Docket Numbers: SW-20445A-09-0077; W-20446A-09-0080; W02451A-09-0078; W-02450A-09-0081; W-01732A-09-0079; W01212A-09-0082

Re: the following rates requests:

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

Commissioners -

As a resident of Maricopa, AZ I urge you to vote NO on the increase requested by Global Water. I love this community, but it has been hit hard by the recession and these proposed increases will only do further harm. I can see more empty homes and businesses resulting from these increases. At a time when income is down and unemployment and foreclosures are sky high why is it necessary for Global Water to increase the return on their investors money from 3-4 percent to 8%? I'd like to be earning 8% on my investments. The water here (both drinking and reclaimed) is so high in calcium and salt content that we have to have water softeners for our homes to prevent all our appliances and property from being ruined. Our bill now with 2 people, no pool, and desert landscaping runs \$75/month and is projected to increase at least \$30/month. HOAs that use reclaimed water to irrigate turf have to have acid injection systems to keep the calcium from completely clogging the irrigation lines and killing all grass/shrubs/trees within the community. The rate increase would cause June 2010 water costs (for reclaimed water) for my development to skyrocket from \$8000 to \$48,000! If the increase is granted 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 resulting in more foreclosures further depressing our home values.

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

---

Maricopa and I can't afford it, could you? I urge you to vote NO!  
VOTE NO!!!!!!!!!!!!  
Celia Barnes

Maricopa, AZ 85138  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/2/10 Comments entered for the record and doceted.  
\*End of Comments\*

**Date Completed: 8/2/2010**

**Opinion No. 2010 - 88347**

---

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 - 88346      Date: 8/2/2010

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

Complaint By:      First:      Last:  
Nick & Sue      Soviak

Account Name:      Nick & Sue Soviak

Home: (

Street:

Work: (000) 000-0000

City:      Maricopa

CBR: s

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC  
E\*\*\*\*\*

Regarding Docket Numbers: SW-20445A-09-0077; W-20446A-09-0080; W02451A-09-0078; W-02450A-09-0081; W-01732A-09-0079; W01212A-09-0082

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

I am writing in regards to the increase in the water/sewer bills. We cannot afford the increase and may lose our house. 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. You are not understanding the poor quality of water (both drinking and reclaimed) here in Maricopa; high in calcium and salt content which adds to our expenses.

My husband and I have been very unhappy with their service from start with.  
We are voicing our opinions to stop this nonsense, especially in this economy.

Nick & Sue Soviak

Maricopa, AZ 85138

ns@gnm.com  
\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and docteted.  
\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88346

---



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and doceted.  
\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88345

---

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 - 88344      Date: 8/2/2010

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

Complaint By:      First: Dave & Donna      Last: Wilhelmsen

Account Name:      Dave & Donne Wilhelmsen      Home: (000) 000-0000

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC  
E\*\*\*\*\*

Regarding Docket Numbers: SW-20445A-09-0077; W-20446A-09-0080; W02451A-09-0078; W-02450A-09-0081; W-01732A-09-0079; W01212A-09-0082

Kristin,

In refrence to case #'s  
SW-20445A-09-0077  
W-20446A-09-0080  
W-02451A-09-0078  
W-02450A-09-0081  
W-01732A-09-0079  
W-01212A-09-0082

The rate increase for the reclaimed water will undoubtably be unbearable and is vastly unfair to homeowners who call Maricopa there hometown.

Our community relies on the reclaimed water for the basic irrigation needs of the beautiful landscape we love and it improves the quality of our communities investment.

We hope you decide against this increase since it's not improving the service or quality only to continue serving the basic needs.

In order for our town of Maricopa to continue to prosper & attract future business and raise our children & grandchildren we hope you take this in consideration.

Your wisdom will determine whether your choice will be a short term victory for the water company or long term benefit for all of the families that live in Maricopa Arizona.

Regards,

Dave and Donna Wilhelmsen  
Maricopa, Arizona 85138

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and docteted.

\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88344

---

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 - 88343      Date: 8/2/2010

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

Complaint By:      First:      Last:  
Chuck & Diana      Scott

Account Name:      Chuck & Diana Scott      Home: (000) 000-0000

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC  
E\*\*\*\*\*

Regarding Docket Numbers: SW-20445A-09-0077; W-20446A-09-0080; W02451A-09-0078; W-02450A-09-0081; W-01732A-09-0079; W01212A-09-0082

Dear Members:

As Maricopa is just starting to rebound a little, please do not approve this increase for Global Water and put the City in a down-spin again. We fear that it may never recover again! Businesses will leave, as well as residents.

We are seniors on a fixed income and increases are hard to overcome, especially as there are not increases in SS for 2010 or 2011. Additionally, the HOA fees will also increase, not just the water bills! Just as we are starting to see positive signs in the town we have come to call "home" and are totally enjoying, please don't destroy it!

Thank you.

Chuck and Diana Scott  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

8/2/10 Comments entered for the record and docteted.  
\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88343

---



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and doceted.

\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88340

---

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 - 88339

Date: 8/2/2010

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

First:

Last:

Complaint By: Peter & Sharon

DeMars

Account Name: Peter & Sharon DeMars

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:

8/2/10 \*\*\*\*\* REFERRED BY CHAIRMAN MAYES' OFFIC  
E\*\*\*\*\*

Regarding Docket Numbers: SW-20445A-09-0077; W-20446A-09-0080; W02451A-09-0078; W-02450A-09-0081; W-01732A-09-0079; W01212A-09-0082

Kristin,

My name is Peter DeMars and together with my wife, Sharon we live at home is part of the active adult community, Province. We have been made aware that the Administrative Law Judge has rendered a favorable opinion concerning rate increases for Global Water. We have reviewed the document from the Arizona Corporation Commission, dated July 13, 2010. Even though the document is lengthy and somewhat complex in its wording, it appears that docket number W-20446A-09-0080 applies directly to the increases requested from Santa Cruz Water Company. Our

Information that we have been given indicates that our rates could increase as much as \$30 per month and the rate for our HOA could increase as much as 500%. We have been told that this increase is necessary so that the investors in Global Water will receive a favorable return on their investment of up to 8%.

If these increases are correct, this would create a financial hardship for our own budget and that of our HOA here in Province. This is a difficult financial time in our country, but my wife and I certainly want to see our local businesses survive. A reasonable increase in water rates could be tolerated in our budget, but the increases that are being recommended would drastically change our budget. Not only would our water bill increase, but our HOA dues would need to increase significantly to cover the increase in water.

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

---

Budgets are built on revenue, whether it is a business or individuals. Our rate of return on our investments has been "negative" for the past few years. We are both retired and our pension and Social Security incomes have been "frozen" for the next couple of years. We do not have a significant amount of income available to handle large increases in water rates.

We are asking you to consider these facts as you render your decision about the rate increases for Global Water. We would ask that you would keep any increase to a minimal level, so as to not cause financial difficulties for those of us that depend on Global Water for our water supply. If we have been misled about the size of the increases requested, we would appreciate hearing from you.

Respectfully,  
Peter and Sharon DeMars

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/2/10 Comments entered for the record and doceted.

\*End of Comments\*

**Date Completed: 8/2/2010**

**Opinion No. 2010 - 88339**

---

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 - 88338

Date: 8/2/2010

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

First:

Last:

Complaint By:      **Gary & Peggy**      **Osborne**

Account Name:      Gary & Peggy Osborne

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:      Maricopa

CBR: c

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC E\*\*\*\*\* (Also sent to All Commissioners)\*\*\*\*\*

Regarding Docket Numbers:

SW-20445A-09-0077; W-20446A-09-0080; W02451A-09-0078; W-02450A-09-0081; W-01732A-09-0079;  
W01212A-09-0082

I sincerely request that the Arizona Corporation Commission (ACC) members REJECT the request from Global Water for the exorbitant rate increases that they have proposed.

It seems unthinkable that a utility corporation expects to double their profit margin at a time when :

most people are barely able to meet their existing expenses  
unemployment and under-employment is rampant and projected to remain high  
home mortgage defaults and foreclosures are the worst in many decades  
state and local sales taxes have already been increased  
income taxes are guaranteed to be increased  
social security cost-of-living-adjustments are zero percent for at least 2 years  
no substantial improvements in the economy are predicted for the near future

During this type of economy, Global Water wants large increases to double their PROFIT, not expenses but PROFIT.

It's not as if they are improving the service or water quality, but they just want more profit. The water they provide to us is so high in calcium and salt that we must maintain water softeners to prevent our appliances, plumbing and property from being ruined. In addition, our HOA that uses reclaimed water for irrigation has to have acid injection systems to keep the calcium from completely clogging our irrigation lines and killing all

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

---

grass/shrubs/trees within the community.

Global Water requests for increases that range from 24.06% up to 134.85% are completely out of line and should definitely be denied. I hope that the ACC members are "average-type people", like most of us Arizona citizens and can understand the hard times that the large majority of people are already dealing with.

If this is the case, then you already know that adding to the hardships for all these people, just so Global Water can double their profit, makes no sense at all.

Thank you for taking the time to understand our feelings.

Gary & Peggy Osborne

Maricopa, AZ 85138

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/2/10 Comments entered for the record and docted.

\*End of Comments\*

**Date Completed: 8/2/2010**

**Opinion No. 2010 - 88338**

---

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 - 88335

Date: 8/2/2010

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

First:

Last:

Complaint By: Judy & Wilmer

Bitz

Account Name: Judy & Wilmer Bitz

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC E\*\*\*\*\* (Also sent to All Commissioners)\*\*\*\*\*

Reference: Global Water Rate Case (Maricopa) Docket No. SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079, & W-01212A-09-0082

To all Concerned,

Please consider the rate increase proposed by Global Water as totally unacceptable. It will put a severe hardship on all the residents of Maricopa! We live in the Province community and are seasonal, which means we pay a standard minimum of \$60.00 per month regardless if we are there or not. The water service in Maricopa is considered the highest that we have encountered through out our residences in different areas of the country. Not only will the increase effect us personally it will also impact the HOA dues we pay which will create a financial hardship to many of the residents of our community.

We ask you to consider the impact on our community and deny the rate increase. Thank you.

Judy & Wilmer Bitz

Maricopa, AZ 85138  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and docteted.  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Date Completed: 8/2/2010

Opinion No. 2010 - 88335

---

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 - 88334

Date: 8/2/2010

Complaint Description:

08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Harry

Dieffenbach

Account Name:

Harry Dieffenbach

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC E\*\*\*\*\* (Also sent to All Commissioners)\*\*\*\*\*

Reference: Global Water Rate Case (Maricopa) Docket No. SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079, & W-01212A-09-0082

Dear Commissioners: I realize how important your time is and the volume of mail you are receiving in regard to this issue so I will keep this short. If the recommendations of the Administrative Law Judge are approved it will signal the death knell of the city of Maricopa. The rate increases suggested are not to increase the quality of the water being provided, but to improve the rate of return to their investors from 3-4% to 8%. The current quality of their product is such that Water Softeners and RO Systems are a requirement. The average homeowners rate is estimated to increase by about \$30.00. In order to make the Maricopa area more attractive the HOA's utilize a substantial amount of reclaimed water for irrigation. The proposed 600% increase (\$0.33/1000 gals to \$2.00/1000 gals) will certainly eliminate those efforts. Basic irrigation costs will skyrocket forcing increased HOA fees and mandating more homeowners to find more affordable accommodations. The aforementioned Global rate increases coming on top of the current economical situation will certainly go far in driving the city of Maricopa into the status of another Ghost Town. Please put yourselves in the position of the average Maricopa citizen and vote accordingly.

Thank you for your time and consideration.

Harry Dieffenbach,

Please reference - SW-2044A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-0245A-09-0081, W-01732A-09-0079,

W-01212A-09-0082

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and docteted.  
\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88334

---



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and doceted.  
\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88333

---



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

market here in Arizona has been hardest hit as evident by the number of foreclosures and lackluster home sales. Cost of ownership is a critical component in this equation and therefore, any type rate increase which affects monthly expenses warrants scrutiny.

The following reflects the case numbers which are under consideration:

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,

James E. Drexler

Maricopa, Az  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and doceted.  
\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88332

---

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 - 88331

Date: 8/2/2010

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

Complaint By:      First:      Last:  
Jim      Disney

Account Name:      Jim Disney

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC E\*\*\*\*\* (Also sent to All Commissioners)\*\*\*\*\*

Reference:      Global Water Rate Case (Maricopa) Docket No. 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 to voice my concern and extreme disappointment in the Arizona Corporation Commission members (ACC) and the outrageous rate increase given to Global Water. I attended the ACC meeting that was held in Maricopa and witnessed the overwhelming condemnation of the proposed rate increase. Every HOA and all of the members of the city council and the mayor opposed such an unprecedented increase in the water rates. At the meeting you seemed to understand the issues but evidently you do not. Going from 33 cents per 1000 gallons of water to \$2.00 per 1,000 gallons for reclaimed water is an huge rate increase and especially harmful in this time of economic uncertainty. Not only will my home water bill be increased buy roughly \$30 per month, My HOA fees will surely go up considerably more. I feel like the water utility is pulling a bait and switch and I may now be regretting moving to the City of Maricopa where we seem to have to pay more for everything than other cities .

Three issues are really worrisome.

1. The size and timing of the rate increase.

2. The fact that 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. . How can I get a guaranteed 8% return on my money. This is pure greed on the part of this water utility.

3 .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 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.

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

---

The administrative law judge that approved the rate needs to reevaluate the purpose as well as the public impact of this proposed rate increase. If this rate increase goes through I can assure you that I will not support any of you if you choose to seek reelection.

Regards,

Jim Disney

Maricopa, Az 85138

---

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/2/10 Comments entered for the record and doceted.

\*End of Comments\*

**Date Completed: 8/2/2010**

**Opinion No. 2010 - 88331**

---

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 - 88329

Date: 8/2/2010

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

First:

Last:

Complaint By:

Ken

Markowski

Account Name:

Ken Markowske

Home: (000) 000-0000

Street:

Province Homeowner

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC E\*\*\*\*\* (Also sent to All Commissioners)\*\*\*\*\*

Reference:      Global Water Rate Case (Maricopa) Docket No. SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079, & W-01212A-09-0082  
To All Members,

Regarding 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

Please, please, please reject the proposed Global rate increase, especially the 500% increase to HOA's which use reclaimed water for the ponds and irrigation of our greenways. Although it will be tough on a fixed income (my wife and I are retired), we can gut it out for the \$30 per month increase in our water bills. But the HOA fees increase to keep our neighborhood green will be unaffordable, not only to us, but to most of our fellow homeowners. We will be forced to sell our property at the very worst of times. Our beautiful neighborhood will become a dry desert, decreasing our property values even more.

I really can not believe something like this could happen !!! The 500% increase in Global's proposal is nothing short of obscenity. Please do your best to "DO THE RIGHT THING", something which doesn't seem to happen much in our country anymore. Greed, unfortunately, has become the norm, it seems!!!

Thank you for your consideration.

Sincerely,

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Ken Markowski  
Province Homeowner  
Maricopa, AZ  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and doceted.  
\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88329

---

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 - 88327

Date: 8/2/2010

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

First:

Last:

Complaint By: Matt

Ryan

Account Name: Matt Ryan

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: Maricopa

CBR: m

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC E\*\*\*\*\* (Also sent to All Commissioners)\*\*\*\*\*

Reference: Global Water Rate Case (Maricopa) Docket No. SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079, & W-01212A-09-0082

Hi Chris, Paul, Gary, Sandra, and Barry,

As you may have heard we have had a Forest Fire in Coconino County that removed a good bit of vegetation exposing a mountainside on the San Francisco Peaks. Since then the monsoons have moved in and we are having quite a bit of flooding. We have declared a state of emergency as has the Governor. In order to clean ditches, properties, etc. we need to have blue stake help. There is only one person available in this region. We have had neighborhoods inundated. We anticipate more rain and more flooding and need to take countermeasure, but we need blue stake to help us. We can prepare by opening ditches while also cleaning up before the next episode. It is predicted that we will have repeated episodes and we need to get ready. We ask for the Corporation Commission's assistance by mobilizing more support with blue stake personal for as long as needed.

Contacts:

Primary

Our public works field contact is Randy Ryan

Secondary

Our County Manager is Steve Peru

Tertiary

Our Board Chairwoman is Liz Archuleta at

My contact information is

We do need your assistance. Thank you!

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Matt Ryan  
Coconino County Supervisor, District 3  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and doceted.  
\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88327

---

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 - 88326

Date: 8/2/2010

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

First:

Last:

Complaint By: Charles J

Loew

Account Name: Charles J Loew

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC E\*\*\*\*\* (Also sent to All Commissioners)\*\*\*\*\*

Reference: Global Water Rate Case (Maricopa) Docket No. SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079, & W-01212A-09-0082

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

Please do not accept the Administrative Law Judge's recommendations. This increase will cause tremendous hardship on hundreds or maybe thousands of individuals in Maricopa. May of our neighbors have lost our homes and in my case the ability to retire. What right do the Investors in Global Water have to receive an increase in the return on their investors money from 3-4 percent to 8 percent when we have lost 50 to 70 % of our investment and have no way of recovering it. The world is trying to come out of a rescission, Everyone should shoulder their share of the burden including the investors of Global Water.

Thanks  
Charles J. Loew

maricopa, AZ 85138  
Phone: 1

E-mail: .....  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and doctored.  
\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88326

---

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 - 88324

Date: 8/2/2010

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

Complaint By: First: Alan Last: Grinde

Account Name: Alan Grinde

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to All Commissioners)\*\*\*\*\*

Reference: Global Water Rate Case (Maricopa) Docket No. SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079, & W-01212A-09-0082

Please reconsider this rate increase. I am also a shareholder in utility companies and I know that it is very important to treat the customers fairly it isn't all about dividends. Most companies keep dividends around .035 to .04 percent to have capital to grow their business. I will consider leaving if you raise the rates. Sincerely Alan Grinde 20959 Sweet Dreams Drive in Province

From:

To:

Date: Thu, 22 Jul 2010 12:12:59 -0700

Subject: Province Up-Date

Global Water Rate Increase Hearing Soon!

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 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, go up 500%. The rates for reclaimed water right now are 33 cents per 1000 gallons of water. Last month Province invoice for June from Global Water was \$8000 and 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 in reclaimed water. If the increase is granted, it will go to \$2.00 per thousand gallons! No HOA on reclaimed water will be

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

---

able to afford to water their turf and homeowner assessments will be increased significantly to cover just basic irrigation costs. Please read the details of the ALJ recommendations in the Global Rate Case Order attached above. It is too much to put here. 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. What the commission does not seem 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 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.

Please contact the ACC and be sure to use the 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

Kristin K. Mayes

Gary Pierce

Paul Newman

Sandra D Kennedy

Bob Stump

We don't have a lot of time so be sure to get your emails to the commissioners so they know they will cause the City of Maricopa a worse financial hardship than the dive in the Real Estate market has caused us if they approve these increases! Thanks for your time & support!

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:**

8/2/10 Comments entered for the record and docteted.  
\*End of Comments\*

**Date Completed: 8/2/2010**

**Opinion No. 2010 - 88324**

---

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 - 88323

Date: 8/2/2010

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

Complaint By: First: Esther Last: Carrarini

Account Name: Esther Carrarini

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to all Commissioners)\*\*\*\*\*

Reference: Global Water Rate Case (Maricopa) \*\*\*\*\*OPPOSED\*\*\*\*\*  
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

Dear Commissioners:

Re: Global Water Rate Increases

Many residents of Maricopa are young families who moved here because of opportunities to own their own home and live in an upcoming community. Maricopa also has many Senior Citizens who came here because of the beauty of the city and the blending of young and old citizens. The Senior Citizens are certainly on a fixed income and the young families are not only struggling to keep their jobs and homes. Neither will live their dream if this rate increase is allowed to go into effect. This increase is exorbitant and should not be allowed. Maricopa will see many more short sales and foreclosures due to increases in utility bills and water and sewer bills, but also, in HOA dues which will be necessary due to all these increases. Global water will have no one to sell their water to, which is not the highest quality in the first place. That is why we all have to own water softeners and RO systems.

If it is true that the reason for this raise is to increase shareholders benefits, now is not the time to facilitate this raise when property values have plummeted.

This will have a serious impact on attracting new businesses to Maricopa.

Thank you

Esther Carrarini

Maricopa, Arizona, 85138

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

---

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88323

---



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

of a rate increase for sub-par water quality. Several of my home's water valves have deteriorated due to the hardness and salt in the water. I have a watering wand for my plants and the water has caused a hole to form in the wand. My water main to my home is covered in mineral build up. I have lived in other parts of the valley and have never experienced such effects from the water there.

Please consider the residents of Maricopa when reviewing the request for a rate increase by Global Water. We, the residents of Maricopa, DO NOT WANT AN INCREASE. It's already too expensive to live here.

Christy Apana  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88322

---

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 - 88321

Date: 8/2/2010

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

First:

Last:

Complaint By: Larry & Jan

Jennings

Account Name: Larry & Jan Jennings

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to all Commissioners)\*\*\*\*\*

Reference: Global Water Rate Case (Maricopa) \*\*\*\*\*OPPOSED\*\*\*\*\*  
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

Dear Commissioners:

I realize how important your time is and the volume of mail you are receiving in regard to this issue so I will keep this short. If the recommendations of the Administrative Law Judge are approved it will signal the death knell of the city of Maricopa. The rate increases suggested are not to increase the quality of the water being provided, but to improve the rate of return to their Investors from 3-4% to 8%. The current quality of their product is such that Water Softeners and RO Systems are a requirement. The average homeowners rate is estimated to increase by about \$30.00. In order to make the Maricopa area more attractive the HOA's utilize a substantial amount of reclaimed water for irrigation. The proposed 600% increase (\$0.33/1000 gals to \$2.00/1000 gals) will certainly eliminate those efforts. Basic irrigation costs will skyrocket forcing increased HOA fees and mandating more homeowners to find more affordable accommodations. The aforementioned Global rate increases coming on top of the current economical situation will certainly go far in driving the city of Maricopa into the status of another Ghost Town. Please put yourselves in the position of the average Maricopa citizen and vote accordingly.

Thank you for your time and consideration.

Larry & Jan Jennings

Maricopa, AZ

Please reference - SW-2044A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-0245A-09-0081, W-01732A-09-0079, W-01212A-09-0082

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

\*End of Complaint\*

Utilities' Response:

.

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88321

---

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 - 88320 Date: 8/2/2010

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

Complaint By: First: Juan Last: Marquez

Account Name: Juan Marquez 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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to all Commissioners)\*\*\*\*\*

Reference: Global Water Rate Case (Maricopa) \*\*\*\*\*OPPOSED\*\*\*\*\*  
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

Good Afternoon.

As a concern home owner in the Cobblestone Farms Community in Maricopa it is no secret that I am very concern about the additional hike to an already expensive monthly utility cost. I am sure you all have heard of many concerns from multiple households that have shared their real life stories and unfortunate broken dreams that are tough to bear. You all sit in a position where many difficult decisions lay on your laps but considering each party differences then to make an absolute critical decision that would change many lives.

The topic is WATER...the natural element mother earth has provided for us has this price tag which seems to be creeping to a costly necessity and then slowly whirling to a luxury instead of our basic household need. First, the demand was needed to expand and create beautiful homes to allow new relocates flourish into the uprising Maricopa town. What we did not know in our horizon was the economic down turn that seems to have hit the promising water company to experience the business of undertaken the growing pains of the economic down spin. It is very badly timed sadly but it all looked good from an aerial view but when calls are being made in the conference room it is not fair to stack the papers onto client that is already strap to the faucet to subsidize the lose.

I am sure there are other alternatives that can mend this increase without having the homeowner pay additional excessive monthly bills. As we all know and perhaps have all experienced in our lives...in time of hardships people tend to band together and search for better solutions to reach that spirit of the American Dream. I am sure we have all this inspiration especially when we sit in a position to make the difference to each HOME.

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

---

Hope this letter reached all of you in good health and full of positive fortitude.

Sincerely,  
J. Marquez  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/2/10 Comments entered for the record and docketed.  
\*End of Comments\*

**Date Completed: 8/2/2010**

**Opinion No. 2010 - 88320**

---



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/28/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88310

---



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

7/28/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88312

---



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

7/28/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88313

---

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 - 88311

Date: 8/2/2010

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

Complaint By: First: Scott Last: Olney

Account Name: Scott Olney

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:

7/28/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*

Reference: Global Water Rates \*\*\*\*\*OPPOSED\*\*\*\*\*  
Docket No. SW-20445A09-0077

To the Arizona Corporate Commission,

I am writing in regards to the ill-timed, horribly constructed, greedy, money hungry rate increase that Global Water plans to inflict on the already struggling residents of Maricopa. I ask you to summarily and universally reject the proposed increase!

We as citizens of Maricopa already pay double the amount the residents of Phoenix, Chandler and other cities in the valley pay for water. My wife and I used to live in Chandler and paid around 30.00 each month if that for both Water and Garbage! Why are we paying double? Why is there any talk of a rate increase? Does Global Water not manage the profit they're already making efficiently enough? This smells of greed and totally disregard for the people of the community. Do I need to remind the Commission that Water is something a human can't live without?

This move by Global Water is greedy, underhanded, slimy, disgusting and overall a terrible and horrible injustice to those living in Maricopa! To hear Global Water whine about their profitability and how they need Infrastructure sickens me to no end! We all would like 6% profits too, but we don't try to rape and pillage others to do it. Why doesn't Global Water try to cut their costs? I am sure their CEO or VPs are making huge amounts of money, they should take cuts to help their bottom line!!!

This action by Global Water will affect this community in so many ways that you may not understand. The schools will suffer as costs will rise at a terrifying rate. Businesses may not consider Maricopa with the water costs involved! Rancho El Dorado has already stated that any increases will severely impact them! The Duke will raise costs for Golf which will cause patrons to go elsewhere! Good neighbors that may have considered

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

---

moving here will avoid Maricopa because of our high utility rates, especially our extremely high water costs! Businesses here in Maricopa now will suffer also because their "Profit Margins" will decrease significantly with the Global Water Debacle! Lastly current residents will see their HOA fees rise astronomically! Jobs will be adversely impacted in Maricopa with any rate increase!!

Again, please universally denounce, reject, destroy, suppress the judge's recommendation for the Global Water rate increase. It is un-American, especially during this time of the recession and the tough Job Market. The citizens of Maricopa deserve better from their elected officials!!!

Regards,

Scott Olney (Registered Voter, Pinal County)  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

7/28/10 Comments entered for the record and docketed.  
\*End of Comments\*

**Date Completed: 8/2/2010**

**Opinion No. 2010 - 88311**

---

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 - 88304      Date: 7/30/2010

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

Complaint By:      First: Robin and Carol      Last: Schultz

Account Name: Robin and Carol Schultz

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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*OPPOSED\*\*\*\*\*

Reference: Global Water Docket No. SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079 & W-01212A-09-0082

Dear Ms. Mayes,

My wife and I are writing to you to see if you can help intercede on behalf of the residences of Maricopa, AZ. Global Water Company is planning on an outrageous rate increase.

These are the 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

The timing of their proposed rate increase is horrible. We are in the midst of a severe recession and an unprecedented real estate market collapse. The extra financial burden this will be on their customers' will have a severe impact on this growing city.

My wife and I live in the 55+ community called Province. We have inlet water ways throughout our neighborhood. The rate increase will not only effect our monthly water rate but it will increase our HOA fees by possibly 50%. We already pay \$210 a month and any substantial increase will price us right OUT OF OUR HOME.

Obviously, no time, is a good time for a rate increase. But to ask for such a significant increase at this particular time is almost heartless on their part. Our voices can only be heard with your help. Please don't let money and

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

---

greed be another factor for a needless rate increase on an already burdened community.

Thank you in advance for your help with this. Whatever you can do will be greatly appreciated.

Thank you,  
Robin and Carol Schultz

Maricopa, AZ  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

7/30/10 Comments entered for the record and docketed.  
\*End of Comments\*

**Date Completed: 7/30/2010**

**Opinion No. 2010 - 88304**

---

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 - 88305      Date: 7/30/2010

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

First:

Last:

Complaint By:      **Jerry & Julie**      **McManus**

Account Name:      Jerry & Julie McManus

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:      Maricopa

CBR:

State:      AZ      Zip: 85238-3992

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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*OPPOSED\*\*\*\*\*

Reference:      Global Water Docket No. SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079 & W-01212A-09-0082

Ms. Mayes,

We want to urge you to vote against the unreasonable rate increases by Global Water. The rate increases will mean that subdivisions will have to discontinue their use of reclaimed water and that homeowners will have an undue burden placed on them at a time when the economy is struggling.

The requested profit increases are unreasonable in today's economy.

The case numbers are as follows:

SW-20445A-09-0077

W-20446A-09-0080

W-02451A-09-0078

W-02450A-09-0081

W-01732A-09-0079

W-01212A-09-0082

Jerry & Julie McManus

maricopa, AZ 85238-3992

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

7/30/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 7/30/2010

Opinion No. 2010 - 88305

---

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 - 88303      Date: 7/30/2010

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

Complaint By:      First: Susan      Last: Clouse

Account Name: Susan Clouse      Home: (000) 000-0000

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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*OPPOSED\*\*\*\*\*

Reference: Global Water Docket No. SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079 & W-01212A-09-0082

Dear Ms. Mayes,

My husband and I live in Province and we live on a fixed income. We can't afford to have the huge rate increase Global water is asking for. Not only will it have a horrible impact here in Province, but that will make Maricopa one of the worst places to live. We already have enough problems here as it is. Please do not vote in favor of this.

Sincerely,  
Susan Clouse

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

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/30/2010

Opinion No. 2010 - 88303

---

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 - 88302      Date: 7/30/2010

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

Complaint By:      First: Joyce M.      Last: Baldwin

Account Name:      Joyce M. Baldwin      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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*OPPOSED\*\*\*\*\*

Reference:      Global Water Docket No. SW-20445A-09-0077, W-20446A-09-0080. W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079 & W-01212A-09-0082

ACC -

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

Please do not grant Global Water their request for a price increase so that they can get a better return on their investment.

As a resident of Maricopa, AZ, who invested all my money into my home, my investment has decreased by 33%. All of us homeowners here in Maricopa are suffering badly. Nightline TV show labeled us as the foreclosure post child of America. Why then, should a bunch of investors who invested in a water company be bailed out by the Commissioner granting them an increase in charging higher rates so that they can get a better return on their investment? If their investments are not doing well, why shouldn't they have to ride out the bad times just like us homeowners are having to do?

The quality of our water is atrocious. Because of that, we all have to have special equipment to bathe and drink

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

---

the water. Our HOA equipment is constantly costing us more money in repairs because of the calcification in the recycled water. Let them clean up the water, not reward them with a better rate of return on their investment.

We, homeowners, would love to have a higher return on our investment instead of a huge loss. If we are hit with any more increases in our community, more and more foreclosures are going to happen. We are drowning in our community. We need you to throw us a life preserver. I beg you, PLEASE do not grant Global Water a rate increase.

Joyce M. Baldwin

Maricopa, AZ 85138  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

7/30/10 Comments entered for the record and docketed.  
\*End of Comments\*

**Date Completed: 7/30/2010**

**Opinion No. 2010 - 88302**

---

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 - 88301      Date: 7/30/2010

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

Complaint By:      First: Bruno & Judith      Last: Prandi

Account Name: Bruno & Judith Prandi      Home: (000) 000-0000

Street:      Work: (000) 000-0000

City: Maricopa      CBR: j

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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*OPPOSED\*\*\*\*\*

Reference: Global Water Docket No. SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079 & W-01212A-09-0082

Dear Commissioners,

We are requesting that you not approve the water increases proposed by Global Water.

Water is a necessity but, in this case, it is being treated as a luxury income for the investors of Global Water. What Global Water is basically saying is "buy my water at whatever cost and whatever quality I choose or do without this necessity." This is extortion, plain and simple.

The increased rate proposal is not affordable in today's economy. Approving, and thereby establishing a trend, will ultimately lead to a continued downward economic spiral for Maricopa and other communities at a time it is least advisable.

Rate of return to investors cannot and should not be used to determine water rates to the consumer. To do this is morally and ethically wrong.

Global Water appears to be in the business of redistribution of income from households to investors instead of providing water at a low profit rate. Please consider the impact this will have to the citizens: unaffordable water rates, forcing income to be diverted from food, medicine, clothing and other basic needs. This should not be a choice our citizens have to make.

Thank you for your time and consideration.

Bruno and Judith Prandi

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

---

Maricopa, AZ 85138

Please reference Case 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

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

7/30/10 Comments entered for the record and docketed.

\*End of Comments\*

**Date Completed: 7/30/2010**

**Opinion No. 2010 - 88301**

---

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 - 88300      Date: 7/30/2010

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

Complaint By:      First:      Last:  
Chuck      Lovett

Account Name:      Chuck Lovett      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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*OPPOSED\*\*\*\*\*

Reference:      Global Water Docket No. SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079 & W-01212A-09-0082

Dear Commissionners,

We, the residents in Maricopa desperately need your help now in stopping Global Water to increase water rates in Maricopa. The sole reason for this rate increase is to improve Global Water profit margins and not improving the water quality for the residents of Maricopa.

In this sour economic climate and no relief in sight in the near future, it will add tremendous burden upon us, the homeowners and tax payers in Maricopa. If the increase is approved, it might force some of us considering moving out of Maricopa in search of lower and affordable utility costs.

You are in the position to help Maricopa residents to fight against corporate greeds and give us sense of fair play and continue to enjoy living in this community. We need your help NOW!

Sincerely,  
Chuck Lovett

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  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 7/30/2010

Opinion No. 2010 - 88300

---

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 - 88299      Date: 7/30/2010

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

Complaint By:      First: Carolyn      Last: Bennett

Account Name: Carolyn Bennett      Home: (000) 000-0000

Street: Resident of Province      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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*OPPOSED\*\*\*\*\*

Reference: Global Water Docket No. SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, 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-01212A-09-0082

Dear Ms. Mayes:

Can you imagine the destruction to the economy of Maricopa if this rate change goes into effect? It will be as bad or worst than the recent housing crisis. People will not be able to sell their homes because of burdensome utility fees and especially HOA fees on reclaimed water. Home prices will drop like a rock. No HOA will be able to afford the fees. The snowbirds and other potential residents will flock elsewhere. How can a 500% increase even be considered????

Why do Global Water investors need to reap 8% returns on their investment when the going CD and Treasury rates are less than 4%? This is especially true since the quality of the water is so poor. In an economy as fragile as ours this is an especially bad time for any rate increases.

I beg you to look at this for the better good of this community.

Respectfully submitted,

Carolyn Bennett

A resident of Province

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 7/30/2010

Opinion No. 2010 - 88299

---

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 - 88298      Date: 7/30/2010

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

Complaint By:      First: Sue      Last: Fletcher

Account Name: Sue Fletcher      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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*OPPOSED\*\*\*\*\*

Reference: Global Water Docket No. SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079 & W-01212A-09-0082

Ms. Mayes,

I am writing out of a deep concern for the rate increases being considered for all 11 companies owned by Global Water. I live in the city of Maricopa, AZ, and it is my understanding that our water bill will increase by at least \$30 if this increase is approved. Also, the increase for the cost of reclaimed water is insane - from 33 cents per 1,000 gallons to \$2 per 1,000. What are they thinking? This means that our HOA fees will increase astronomically in order to support our use of reclaimed water. It is also my understanding that this increase is being requested in order to increase the return on investment for shareholders from 3-4 percent to 8%. This is ludicrous, especially in this economy.

In your position, there is obviously something you can do about this and I'm asking you to please do so. This cannot be allowed to happen. Maricopa has suffered greatly in this recession, and I realize so have a lot of other towns, but we were just starting to truly build here when everything fell apart. Now that we have begun, slowly, to recover, this will amount to a HUGE setback.

Thank you for listening.

Sue Fletcher  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/30/2010

Opinion No. 2010 - 88298

---



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/30/2010

Opinion No. 2010 - 88297

---

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 - 88282      Date: 7/30/2010

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

Complaint By:      First: John      Last: Larson

Account Name: John Larson

Home:

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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*

Reference: Global Water Docket No. SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-09-0079, W-02451A-09-0078, & W-01212A-09-0082      \*\*\*\*\*OPPOSED\*\*\*\*\*

I live in Maricopa, AZ in the Province HOA.

I am writing in reference to the following 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 am very concerned over the proposed rate increases for water and sewer for the 11 companies that Global Water owns.

I understand that the Administrative Law Judge has rendered her opinion and recommended the ACC grant Global Waters rate increase request.

If the increases they have requested get approved, not only will my individual water/sewer bill go up by more than \$30 per month but more disturbingly my HOA's water bills will go up 500%.

The rates for reclaimed water right now are 33 cents per 1000 gallons of water. Last month June, my HOA paid Global Water \$8,000.

If the proposed increase for reclaimed water is approved the rate will be \$2.00 per 1,000 gallons and the HOA would have paid \$48,000!!!

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 Water 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. In this economic environment with low inflation and low interest rates and low equity rates of return an 8 percent guaranteed rate of return for a utility is excessive.

The quality of water (both drinking and reclaimed) here in Maricopa is very poor it 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. The HOA that use reclaimed water to irrigate turf has to have acid injection systems to keep the

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

---

calcium from completely clogging their irrigation lines and killing all grass/shrubs/trees within the community.  
Please do not grant this proposed rate increase.

John Larson

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

7/30/10 Comments entered for the record and docketed.

\*End of Comments\*

**Date Completed: 7/30/2010**

**Opinion No. 2010 - 88282**

---

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 - 88289      Date: 7/30/2010

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

Complaint By:      First: Penny & Max      Last: Hall

Account Name: Penny & Max Hall      Home: (000) 000-0000

Street:      Work: (000) 000-0000

City: Maricopa      CBR: pe

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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*

Reference: Global Water Docket No. SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-09-0079, W-02451A-09-0078, & W-01212A-09-0082      \*\*\*\*\*OPPOSED\*\*\*\*\*

Please do not allow Global Water to rip the city of Maricopa off. They could afford to give Millions to their executives and spend Millions to build an office building. How much money do we need to give this company when so many of us are struggling in this economy? My husband and I attended the meeting at the local school in Maricopa several months ago. At that time we listened to the people who were treated totally inappropriately by this company. How could the Law Judge side with Global? Did this Law Judge hear from the public or, as per usual, a government official is just doing what big money wants?

We love Maricopa and hope that it can continue to flourish and grow. But when irresponsible decisions are made it will keep this area from becoming what it started to do.

I certainly hope that you will make a fair and appropriate decision on this. Thank you

Penney and Max Hall

maricopa, AZ 85138

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Date Completed: 7/30/2010

Opinion No. 2010 - 88289

---



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

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.

Phyllis Corrado

maricopa, az. 85138

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/30/2010

Opinion No. 2010 - 88296

---

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

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88295      Date: 7/30/2010

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

Complaint By:      First:      Last:  
**Scott & Carol**      **Harris**

Account Name:      Scott & Carol Harris      Home: (000) 000-0000

Street:      Work: (000) 000-0000

City:      Maricopa      CBR:      t

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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*

Reference: Global Water Docket No. SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-09-0079, W-02451A-09-0078, & W-01212A-09-0082      \*\*\*\*\*OPPOSED\*\*\*\*\*

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

Referring to these case numbers---Please do not allow Global Water to increase our fees, just to improve their payout to investors. Last month our water bill at 20558 N. Lemon Drop Drive tripled-----we were not even there last month---and were charged \$60. How can anyone, in this economy, afford such increases? The water in Maricopa is very heavy with minerals and salts---most people use a water softener. The increase in price, isn't improving the water---IT IS TO PAY MORE PROFITS TO INVESTORS!!!!!! Neighborhoods in Maricopa have suffered from the crash in the real estate market that has occurred over the past several years. If this water increase is allowed, no communities will be able to water, keeping the landscaping. So home owners will be punished once again, areas will not be kept up, more homes will be in foreclosure, and Maricopa will turn into a ghost town, no one will want to live here. Those that do will take extreme measures to get out. Please help us.

I can't believe any government official, representative of the populations, leader would believe this is right or fair to the citizens of Maricopa.

Please take notice, and help the residents of Maricopa

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Thank you  
Scott and Carol Harris

Maricopa, AZ  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 7/30/2010

Opinion No. 2010 - 88295

---

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 - 88294

Date: 7/30/2010

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

First:

Last:

Complaint By: Michael

Baehr

Account Name: Michael Baehr

Home: (000) 000-0000

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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*

Reference: Global Water Docket No. SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-09-0079, W-02451A-09-0078, & W-01212A-09-0082 \*\*\*\*\*OPPOSED\*\*\*\*\*

Dear Ms Mayes

The increases that the administrative law judge approved for Global Water are way too high, especially the reclaimed water increase of 500% .

Sincerely

Michael Baehr

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/30/2010

Opinion No. 2010 - 88294

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

**RIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88293      Date: 7/30/2010

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

Complaint By:      First:      Last:  
Lee      LaFleur

Account Name:      Lee LaFleur      Home: (000) 000-0000

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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*

Reference: Global Water Docket No. SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-09-0079, W-02451A-09-0078, & W-01212A-09-0082      \*\*\*\*\*OPPOSED\*\*\*\*\*

Dear ACC Members,

Please do not allow the rate increases that Global Water is asking for.

As a resident of Maricopa, our house water is so bad that we require a water softener so our water lines, and appliances, and yard will not be ruined. Our home water bill will increase about \$30.00 per month.

Our home is in the Province community, and our reclaimed water has so much calcium, and salt, that our irrigation system requires special equipment just to function properly. Our HOA water bill will go up approximately 500%, which will be passed along to the home owners. Our HOA has explained that last month our irrigation bill was \$8000.00, if the new rates are in place it would have been \$48000.00.

These rate increases are not about improving our water quality, but just to provided more profit for Global Water, and their owners.

Please carefully consider your decision.

CASE NUMBERS

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

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

Lee LaFleur  
Maricopa, AZ  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 7/30/2010

Opinion No. 2010 - 88293

---

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 - 88281      Date: 7/30/2010

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

Complaint By:      First: Norman & Gerry      Last: Walker

Account Name:      Norman & Gerry Walker      Home: (000) 000-0000

Street:      Work: (000) 000-0000

City:      Maricopa      CBR:

State:      AZ      Zip: 85136      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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*

Reference: Global Water Docket No. SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-09-0079, W-02451A-09-0078, & W-01212A-09-0082      \*\*\*\*\*OPPOSED\*\*\*\*\*

This is to inform you that we so very much against the rate increase proposed by Global Water. Our water and sewer rates are already too high. Why should we have to suffer more in these economic hard times just to fatten the pockets of Global Water stock holders? This is rate increase it OUTRAGES!!!!!!! Please stop this from happening.

Re: Case no:  
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

Norman & Gerry Walker

Maricopa, AZ 85136  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/30/2010

Opinion No. 2010 - 88281

---



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 7/30/2010

Opinion No. 2010 - 88280

---

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: [REDACTED]

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 88279      Date: 7/30/2010

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

Complaint By:      First: Richard W      Last: Dabney

Account Name: Richard W Dabney      Home: (000) 000-0000

Street: N/A      Work: (000) 000-0000

City: Maricopa      CBR: [REDACTED]

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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*

Reference: Global Water Docket No. SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-09-0079, W-02451A-09-0078, & W-01212A-09-0082      \*\*\*\*\*OPPOSED\*\*\*\*\*

We are very concerned about these rate increases. Please see the following from our Association manager. With the downturn in real estate property values, we don't understand the need for higher investor rate of return for the water utilities. If the increases do indeed represent the amounts indicated in the letter below, particularly as related to reclaimed common area water, then the cost to remain in this neighborhood will be excessive. Please do not approve the requested rate increases.

Sincerely,

Richard W Dabney  
Maricopa homeowner  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.  
\*End of Comments\*

Date Completed: 7/30/2010

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Opinion No. 2010 - 88279

---



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/30/2010

Opinion No. 2010 - 88278

---

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 - 88277      Date: 7/30/2010

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

Complaint By:      First: Ned      Last: Johnson

Account Name: Ned Johnson      Home: (000) 000-0000

Street: Province Community      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:

7/30/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\*

Reference: Global Water Docket No. SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-

09-0079, W-02451A-09-0078, & W-01212A-09-0082      \*\*\*\*\*OPPOSED\*\*\*\*\*

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

A \$30.00 increase on a bill that is already over \$75.00. Come on folks, this is not the time nor place.

Ned Johnson  
Province Community  
Maricopa, AZ  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Date Completed: 7/30/2010

Opinion No. 2010 - 88277

---

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 - 88276

Date: 7/30/2010

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

First:

Last:

Complaint By: Donald

Anderson

Account Name: Donald Anderson

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\*\*\*\*\*

Reference: Global Water Docket No. SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-09-0079, W-02451A-09-0078, & W-01212A-09-0082 \*\*\*\*\*OPPOSED\*\*\*\*\*

This is outrageous to increase in our rates so fast. The economy is already a mess. Why are you needing so much money, so fast. It sounds like greed to me.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/30/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 7/30/2010

Opinion No. 2010 - 88276

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 - 88314

Date: 8/2/2010

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

First:

Last:

Complaint By: John & Maria

Van Dyke

Account Name: John & Maria Van Dyke

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:

7/28/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFICE\*\*\*\*\* (Also sent to ALL Commissioners)\*\*\*\*\*

REFERENCE: Global Water \*\*\*\*\*OPPOSED RATES\*\*\*\*\*  
SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-09-0079, W-02451A-09-0078, & W-01212A-09-0082

My wife and I have lived in Province for over four years and we love it here! We are retired and on a fixed income-we can't afford a large increase in our water bill! We realize costs go up, but this proposal is over the top.

John & Maria Van Dyk

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

7/28/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88314

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 - 88342

Date: 8/2/2010

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

Complaint By: First: Jo Last: Sier

Account Name: Jo Sier Home: (000) 000-0000

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC  
E\*\*\*\*\*

Regarding Docket Numbers: SW-20445A-09-0077; W-20446A-09-0080; W02451A-09-0078; W-02450A-09-0081; W-01732A-09-0079; W01212A-09-0082

Please, please don't allow the rate increase!!! It would be devastating!!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and doceted.

\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88342

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 - 88349

Date: 8/2/2010

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

Complaint By: First: Sharon Last: Garrigan

Account Name: Sharon Garrigan

Home:

Street: N/A

Work: (000) 000-0000

City: Maricopa

CBR: com.

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC  
E\*\*\*\*\*

Regarding Docket Numbers: SW-20445A-09-0077; W-20446A-09-0080; W02451A-09-0078; W-02450A-09-0081; W-01732A-09-0079; W01212A-09-0082

Please help! Stop global water from destroying us and the city of Maricopa with their unrealistic rate increases for substandard water.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and doceted.

\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88349



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 - 88361 Date: 8/2/2010

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

Complaint By: First: Edward Last: Volz

Account Name: Edward Volz

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:

8/2/10 \*\*\*\*\*REFERRED BY CHAIRMAN MAYES' OFFIC  
E\*\*\*\*\*

Regarding Docket Numbers: SW-20445A-09-0077; W-20446A-09-0080; W02451A-09-0078; W-02450A-09-0081; W-01732A-09-0079; W01212A-09-0082

An 8% Water increase in these economic times is extreme. I am a concerned citizen of Maricopa.

Edward Volz

Maricopa

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and docketed.

\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88361

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 - 88350

Date: 8/2/2010

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

Complaint By: First: Martin & Jane Last: Richards

Account Name: Martin & Jane Richards

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR: r

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:

8/2/10 \*\*\*\*\* REFERRED BY CHAIRMAN MAYES' OFFIC  
E\*\*\*\*\*

Regarding Docket Numbers: SW-20445A-09-0077; W-20446A-09-0080; W02451A-09-0078; W-02450A-09-0081; W-01732A-09-0079; W01212A-09-0082

Martin & Jane Richards

maricopa, AZ

We want to help stop Global Water in their proposed rate increase. How do we help?

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/2/10 Comments entered for the record and doceted.

\*End of Comments\*

Date Completed: 8/2/2010

Opinion No. 2010 - 88350