

OPEN MEETING AGENDA ITEM

ORIGINAL



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



ERNEST G. JOHNSON
Executive Director

ARIZONA CORPORATION COMMISSION

August 6, 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 601 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 6 2010

DOCKETED BY *[Signature]*

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2010 AUG -6 P 4: 15

RECEIVED

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 88422

Date: 8/4/2010

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

Complaint By: First: Sue Last: VanGosen

Account Name: Sue VanGosen

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:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (Also sent to ALL Commissioners)*****

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

To whom it may concern:

"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." Not mentioned is the above national average of arsenic in our drinking water.

THIS IS OUTRAGEOUS!!

Other investments are not getting 8 percent return. What Global does not seem to understand is that they will force more home owners to move out and leave Global's investors holding the bag. Maricopa will become a ghost town wide spot in the highway that it was before 2003 and the Rancho El Dorado development. Believe it! There are 14 empty houses in my small Glennwilde subdivision and the RED sections have even more empty houses. Raising the rates will not get more return; it will cause more empty houses. With the loss in property value we have already seen and if the water rates go up, my house will likely be empty this time next year.

Sue VanGosen

END OF COMPLAINT

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/4/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/4/2010

Opinion No. 2010 - 88422

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 - 88408

Date: 8/4/2010

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

First:

Last:

Complaint By: Dan Bower

Account Name: Dan Bower

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85139

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:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (Also sent to ALL Commissioners)*****

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

to whom it may concern:

how can you possibly consider the kind of increases that global water is asking for when we in the communities that are serviced by global are in a recession and barely getting by as it is . this increase is a ridiculous request by the water company. you have been elected to your positions to insure that such increases are not allowed. if this is allowed to happen i and many of my fellow residents will take a long look at whom will be making these decisions in the future. everybody whom invests in businesses deserves to turn a profit but this is a ridiculous abuse by the powers that be.

please do not let this happen!!!!!!!!!!!!

sincerely

dan brower

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/4/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/4/2010

Opinion No. 2010 - 88408

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 - 88410 Date: 8/4/2010

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

Complaint By: First: James A Last: Moran

Account Name: James A Moran Home: (000) 000-0000

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

City: Maricopa CBR:

State: AZ Zip: 85139 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:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (Also sent to ALL Commissioners)*****

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 ACC. BOARD MEMBERS

I AM WRITING YOU TO LET YOU WHAT A A DEVASTING IMPACT A RATE HIKE WOULD BE TO ME AND MY WIFE. WE ARE BOTH FIXED INCOMES AND JUST MAKING ENDS MEET, THIS INCREASE WILL PROBABLY SEND US INTO SHORT SALE OR FORCLOSURE. AND THERE ARE LOT PEOPLE WE KNOW IN THE SAME SITUATION IN MARICOPA.

THAN YOU
JAMES A. MORAN

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/4/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/4/2010

Opinion No. 2010 - 88410

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 - 88411

Date: 8/4/2010

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

First:

Last:

Complaint By: Pamela

Voshall

Account Name: Pamela Voshall

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85139

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:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (Also sent to ALL Commissioners)*****

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

As a homeowner in the city of Maricopa I am very distressed to hear that our water rates may go up in such a drastic manner. I realize that investors are wanting a larger return on their money. We would all like a large return on our money invested. In this economy we are lucky to get 1 or 2 percent and would love to be making 3 to 4 percent. With a rate increase of this size I would be forced to sell my home (even at a loss) and move somewhere else. I love this community but to have the water company put such a burden on us for the sake of their pocketbook is just appalling. I understand that water in the desert is a luxury but the price of losing a whole growing city to become a ghost town is really sad. I know that Maricopa is not growing as fast as we would all like. But given some time this community will grow and the investors will see a larger return on their money. Please consider the residents of this community before voting for this rate hike.

Thank You Mrs Pamela Voshall

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/4/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/4/2010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2010 - 88411

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 - 88413

Date: 8/4/2010

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

First:

Last:

Complaint By:

Bill

Emanuel

Account Name:

Bill Emanuel

Home:

Street:

Work: (000) 000-0000

City:

Maricopa

CBR:

State:

AZ Zip: 85139

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:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (Also sent to ALL Commissioners)*****

Good Afternoon

Global Water proposed water rate increase :

Reference 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 can only assume that Global Water made Capital Investments based on the proposed growth figures. Obviously this growth has not materialized. Do they have a contingency plan ? A what if program ?

The whole economy is suffering. You can not increase prices just to assure your profitable. Maybe Global Water needs a new innovative management team.

How can they request these very high increases when the quality of the water is terrible.

Pleas consider the Homeowners who will have to pay the additional rates and the Homeowners Associations who will have to increase the monthly cost to Homeowners, before you approve theses rate increases.

Sincerely
Bill Emanuel

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Province Homeowner

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/4/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/4/2010

Opinion No. 2010 - 88413

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 - 88415

Date: 8/4/2010

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

Complaint By: First: Last:
 Barbara **Putman**

Account Name: Barbara Putman

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:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (Also sent to ALL Commissioners)*****

July 26, 2010

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SW-20445A-09-0077

W-20446A-09-0080

W-02451A-09-0078

W-02450A-09-0081

W-01732A-09-0079

W-01212A-09-0082

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Dear Arizona Corporation Commission Members:

The purpose of this e-mail is to Voice our concerns re: the above reference document numbers regarding the purposed rate increases for all water and sewer services for the 11 companies that Global Water owns. It is unfair to penalize customers for the so called "budget forecast" mistakes caused by Global Water themselves. As a result Homeowners and HOAs™ will be saddled with the financial burden created internally by the financial inadequacies of Global Water. This rate increase will cause a financial hardship for the city of Maricopa worse than the downward trend of the real estate market if this proposed rate increase is approved. It appears that 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. It appears the commission does not seem to understand that the quality of water (both drinking and reclaimed) here in Maricopa is so high in calcium and salt content that residents have to invest in water softeners and R/O™s for our homes to prevent all our appliances and property from being ruined. HOA™s that use reclaimed water to irrigate turf need to have acid injection systems to keep the calcium from completely clogging our irrigation lines and killing all grass/shrubs/trees within the community. With this being said we would hope the commission would seriously reconsider this rate increase proposal keeping in mind the residents who live in our wonderful City of Maricopa.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you for all considerations given to this urgent matter.

Sincerely,

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Ron & Barbara Putman

Maricopa, AZ 85138

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/4/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/4/2010

Opinion No. 2010 - 88415

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 - 88416

Date: 8/4/2010

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

First:

Last:

Complaint By: Thomas S

Fatigate

Account Name: Thomas S Fatigate

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:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (Also sent to ALL Commissioners)*****

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,

I'm writing in regards to the recent recommendation by the Administrative Law Judge to you, the Arizona Corporation Commission members. I find it extremely hard to understand how the judge could recommend the increase that Global water requested.

We are in the worst economic times since the Great Depression. Home values falling, people with mortgages that are more then their homes are worth.

Unemployment almost at 10%, and people who have jobs, have seen their pay reduced or they are required to take furloughs. Retirees on social security, WITH NO COST OF LIVING INCREASE, consumer prices aren't going up, really, and their pensions in jeopardy. Our H.O.A.'s are struggling to maintain our communities with shrinking revenues, due it foreclosures.

Now we have Global Water looking to basically doubling our water and sewer and our HOA water by 500%. From the things I have read Global is making money and were able to give their executives collectively \$1-3 million bonus last year. Now the economy isn't growing and they can't recouped their investment in a timely manner, like they were expecting, now they want the consumer to pay. I didn't invest in the water company, and my wife and I do not have a choice in choosing our water company, we are forced to to buy from them, if we want water. We believe in paying our fair share, but this borders on robbery, as we do not have a choice.

My personal belief is the water company should be a non profit and run by the local town government's the people have a stronger voice. What ever happen to " WE THE PEOPLE", some how over time it was changed to "we the monopoly".

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Thomas S. Fatigate

Maricopa Az.85138

*End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/4/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/4/2010

Opinion No. 2010 - 88416

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

Complaint By: First: Victor B Last: Jochen

Account Name: Victor B Jochen

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

Please do not grant the proposed increases requested by Global Water Resources for Maricopa AZ. These increases are far beyond the ability of most residents to pay at this time. Also there is no indication that better or new services are planned. Also there is no indication that the cost of providing service has increased to that exorbitant extent. Thank you.

Victor B Jochen

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

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 - 88420

Date: 8/4/2010

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

Complaint By: First: Leonard Last: Taub

Account Name: Leonard Taub

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:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (Also sent to ALL Commissioners)*****

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

To Whom It May Concern;

Water rates in Maricopa are the highest I have ever paid. We live in the adult community of Province, where many people are retired and living on fixed incomes, or looking for work. A large increase in water rates will be a real hardship for many of us. Please reconsider!!

Leonard Taub
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/4/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/4/2010

Opinion No. 2010 - 88420

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 - 88423

Date: 8/4/2010

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

Complaint By: First: Joyce Last: Siegel

Account Name: Joyce Siegel

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:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: Global Water Rate Case*****OPPOSED*****

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'm a senior citizen that cannot afford to pay more for water bills. Please in this down economy do not raise rates.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/4/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/4/2010

Opinion No. 2010 - 88423

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 - 88424

Date: 8/4/2010

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

Complaint By: First: Paula Last: Arminio

Account Name: Paula Arminio

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:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (To All Commissioners)*****

Reference: Global Water Rate Case*****OPPOSED*****

In reference to the below case numbers, if Global Water rate increase is approved it will cause the City of Maricopa a worse financial hardship than the dive in the Real Estate market has caused us. Many residents will be forced to sell their homes and move out of Maricopa due to the increase cost of their home water/sewer bills and the increased HOA fees due to the increase to the HOA association for reclaimed water. Global is not asking for this increase to improve distribution or quality of the water provided. They are asking for it to increase the return on their investors money from 3-4 percent to 8 percent. The quality of 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.

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 put a stop to the GLOBAL WATER company proposed rate increases.

Sincerely

Paula Arminio

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/4/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/4/2010

Opinion No. 2010 - 88424

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 - 88425

Date: 8/4/2010

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

Complaint By: First: Sandy Last: Ballou

Account Name: Sandy Ballou

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:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: Global Water Rate Case*****OPPOSED*****

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

Global water Rate increase in the City of Maricopa,When are thses increase going to STOP? When we all go under and become RICH ! or POOR! and have NO more Middle Class! This would hurt a lot of people in the city of Maricopa. Please Think about it . Thank

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/4/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/4/2010

Opinion No. 2010 - 88425

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

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 88427

Date: 8/4/2010

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

Complaint By: First: D Last: B

Account Name: DB 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:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: Global Water Rate Case*****OPPOSED*****

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

Hello

I am writing to express my concerns about the proposed rate increase for Global Water customers. Besides the obvious financial hardships most of us are facing, our home values are already low and if you add another expense to home ownership through water and/or HOA increases I am afraid it will discourage people from purchasing homes in Maricopa or even staying.

I know this for a fact because I just purchased a home in Maricopa and was already concerned with the high taxes and utility costs before I decided to buy. If you took away the nice grass landscapes in the home divisions or increased any more liabilities I would have looked for another area that seemed more stable.

Reference to the following case numbers:

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

Thanks
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/4/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/4/2010

Opinion No. 2010 - 88427

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: 700-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 88428

Date: 8/4/2010

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

Complaint By: First: Cathy & Fred Last: Hisle

Account Name: Cathy & Fred Hisle

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:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: Global Water Rate Case*****OPPOSED*****

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 Commissioner,

We are concerned with the recommendation for increasing the water rates for Global water. It will cause the City of Maricopa a worse financial hardship and cause a drop in the real estate market if you approve these increases! Please do not cause any more hardship on us...we are already in a depressed economy and do not need anymore increased expenses.

Thank you for reviewing this

Cathy and Fred Hisle

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/4/10 Comments entered for the record and docketed.

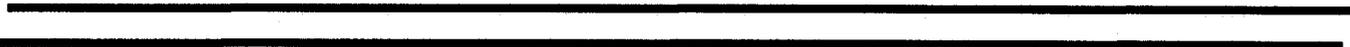
End of Comments

Date Completed: 8/4/2010

Opinion No. 2010 - 88428

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM



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 - 88429

Date: 8/4/2010

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

Complaint By: First: Wayne & Janet Last: Lind

Account Name: Wayne & Janet Lind

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: Maricopa

CBR: I

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (To All Commissioners)*****

Reference: Global Water Rate Case*****OPPOSED*****

In reference to the following case numbers (SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079, W-01212A-09-0082)

If your proposal to increase the rates of our water so that your investors will receive a bigger return on their investment, it will have a greater negative effect on the economy in Maricopa. It will cause the city of Maricopa a worse financial hardship than the dive in the Real Estate market has caused us if you approve these increases.

Thank You,

Wayne & Janet Lind (Residents)

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/4/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/4/2010

Opinion No. 2010 - 88429

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 - 88430

Date: 8/4/2010

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

First:

Last:

Complaint By: Annette F

Bragg

Account Name: Annette F. Bragg

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:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (To All Commissionrs)*****

Reference: Global Water Rate Case*****OPPOSED*****

In reference to the following case numbers (SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079, W-01212A-09-0082)

I am writing as a retiree living in a community serviced by Global water to implore you not to grant the proposed Global water increase. If the Global water increase is permitted to go through it would greatly impact my quality of life. The increase in my personal water bill would be difficult but manageable. However, since I live in a community that uses reclaimed water for irrigation the increase in my home owners association fees would be astronomical, I would probably have to walk away from my home. Maricopa is a community already devastated by the current economic down turn. This increase will only cause more damage that could result in a significant loss of homes and the property tax income associated with those homes.

Further more, I don't feel this increase should be granted because it will have no impact on the quality of water or improvement in customer service. The water quality is so poor we have to have water softener systems just to assure proper operation of appliances and forget drinking it. The customer service at Global water is also another bone of contention. They are not just rude but inefficient and unreasonable. They definitely need to have some time management training as well as customer service training.

Following are the case numbers pertaining to the Global Water proposal.

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

W-01212A-09-0082

Sincerely,

Annette F. Bragg

Flagstaff, AZ 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/4/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/4/2010

Opinion No. 2010 - 88430

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 - 88405

Date: 8/4/2010

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

Complaint By: First: Elizabeth Last: Kannberg

Account Name: Elizabeth Kannberg Home: (000) 000-0000

Street: Work: (000) 000-0000

City: Maricopa CBR: "

State: AZ Zip: 85139 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:

8/4/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (Also sent to ALL Commissioners)*****

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,

First of all, thank you for encouraging public input into this important issue. My husband and I attended the Arizona Corporation Commission hearing in December 2009, opposing Global Water's proposed water and sewer rate increases in Maricopa. Since these increases are aimed at bringing a better return for Global Water investors, these proposed increases are nothing more than unmitigated GREED and a lack of caring for the general populace, two reasons our economy is suffering today. Even though Administrative Law Judge Teena Jibilian's recommendations reduce the increase for homeowners, we are still threatened through greatly increased costs for our HOA's water usage. These increases must be rejected because they would add significant hardship for Global Water customers, who are already paying high water rates for poor quality water.

I think any reasonable public servant would deny the increases, and I hope you understand how much your decision will affect the people who live in Maricopa. Please do not grant any increase.

Thank you.

Respectfully,
Elizabeth Kannberg

The case numbers pertaining to my letter are:
SW-20445A-09-0077

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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:

8/4/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/4/2010

Opinion No. 2010 - 88405

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 - 88376

Date: 8/3/2010

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

First:

Last:

Complaint By: Charles & Linda Connell

Account Name: Charles & Linda Connell

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: Maricopa

CBR: r m

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:

8/3/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water Rate Case
*****OPPOSED*****

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

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 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.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

We live in a retirement community that you will turn into another ghost town blight on Maricopa if you allow such usurious extortion to be approved!! Please don't make us lose the rest of our home's value that has already decreased tremendously due to the foreclosure situation in this area. How much profit will Global/ Santa Cruz water gain if there is no one left to bill !!

Please have mercy and understanding on us and with us! We are being held hostage for a natural resource that everyone needs and being punished for using recycled water to preserve that resource.

Charles and Linda Connell

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/3/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/3/2010

Opinion No. 2010 - 88376

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 - 88488

Date: 8/5/2010

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

First:

Last:

Complaint By: Tom and Anne

Gawley

Account Name: Tom and Anne Gawley

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****~~OP~~POSED*****
SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078; W02450A-09-0081; W-01732-09-0079; W-01212A-09-0082.

Its hard for me to imagine that anyone could go along with the massive rate increase requested by Global Water. The economy in Maricopa is fragile enough at this time and a major rate increase will not only have a devistating effect on current residents, it will make it less likely that anyone will want to move into this community. Your vote against this rate increase will be remembered.

If the rate increases are due to lack of planning by Global or failed growth in Maricopa, let the economy and housing regain its strength of a few years ago and there will be enough homes in Maricopa to provide the income Global is seeking without putting an unfair burden on those that decided to move to or stay in Maricopa.

Tom and Anne Gawley

Maricopa, AZ 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/5/2010

Opinion No. 2010 - 88488

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 - 88487

Date: 8/5/2010

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

Complaint By: First: Mr. & Mrs. Richard Last: Kane

Account Name: Mr and Mrs Richard Kane

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****~~OP~~POSED*****
SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078; W02450A-09-0081; W-01732-09-0079; W-01212A-09-0082.

We need your HELP here in the town of Maricopa. I truly believe that Maricopa will become a ghost town if this water rate goes thru. Not only our people losing their homes because of their Mortgages , they will not be able to afford the rate hikes that Global water has proposed and a judge approved. There will be mass number of people for sure walking away from their homes with this proposed increase. Why should we pay for the infrastructure cost that the water company has occured the housing market downfall was not our fault. WE NEED HELP NOW> Mr and Mrs Richard Kane, Maricopa Az.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88487

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: 520-510-1017

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 88486

Date: 8/5/2010

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

Complaint By: First: Timothy L. Last: Miller

Account Name: Timothy L. Miller

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****~~OPPOSED~~*****
SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078; W02450A-09-0081; W-01732-09-0079; W-01212A-09-0082.

Dear Kristin K. Mayes (Arizona Corporation Commission member),

I'm writing to plead with you to disapprove Global Water's request to raise water and sewer rates. As it is Global Water is charging much more for water and sewer services than I've ever had to pay in my life. My wife Belinda and I live in a 55-and-over community in Maricopa. Belinda is severely disabled as a result of having suffered multiple strokes and I'm struggling financially to keep her at home. With the current financial crisis in this country we live pay check to pay check. If you approve Global Water's HUGE rate increase request I doubt we'll be able to keep our heads above water. Now is not the time for such an outrageous rate increase.

Respectfully,

Timothy L. Miller

maricopa, AZ 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88486

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 - 88485

Date: 8/5/2010

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

First:

Last:

Complaint By: Richard

Wales

Account Name: Richard Wales

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Maricopa

CBR: 1

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPPOSED*****
SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078; W02450A-09-0081; W-01732-09-0079; W-01212A-09-0082.

Please do something to avoid another disaster for our city and all of us who have been devastated by the economy already!

DWales

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88485

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 - 88482

Date: 8/5/2010

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

Complaint By: First: Steve & Carol Last: Steinke

Account Name: Steve & Carol Steinke

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*******op**POSED*****

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

Dear Commissioner Mayes:

The volume of mail that you must be receiving on this issue has to be overwhelming. It should be! What the Administrative Law Judge has recommended is absurd and will certainly cause a problem for people on fixed incomes and others who are just getting by. It is not that the water companies are improving the product, they just want a higher profit margin. Not many people that I know (including myself) have investments that pay 8%. Traditionally utilities have had smaller margins as they have a product that people have to have and they can stop providing that product if they are not paid.

It has been estimated that most individual water bills will increase by at least \$30 per month and I think that mine will increase by over \$50 per month. I live in an area that has a HOA and they estimate their cost for reclaimed water will increase by 500%. Since we, as well as many other communities, have several lakes and grassy areas, this type of an increase will be disastrous. Our HOA has estimated that their June bill would go from \$8,000 to approximately \$48,000! They would have to try to pass at least part of that on to home owners who are mostly people (retired) living on a fixed income. This immense increase could very well create enough of a problem that many people will want to or have to move. Maricopa has been hit hard by the housing downturn and could be hurt worse by this increase, if allowed.

Please let common sense rule and vote against the Judge's recommendation. Let the Water Companies have a reasonable increase, but not to the extent that they are asking.

A concerned tax and water payer family,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Steve & Carol Steinke

Maricopa, AZ 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88482

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 - 88484

Date: 8/5/2010

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

Complaint By: First: Ginny Last: Ade

Account Name: Ginny Ade

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****~~OP~~POSED*****

SW-20445A-09-0077; W-20446A-09-0080; W-02451A-09-0078; W02450A-09-0081; W-01732-09-0079; W-01212A-09-0082.

Are you planning for the city of Maricopa to become a ghost town? HOA's will no longer function because we will be unable to pay the necessary increases. The result will be ruination. We thought the housing situation had hit bottom, but the bottom will surely fall out if this goes through. Please reconsider the consequences.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88484

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 - 88483

Date: 8/5/2010

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

Complaint By: First: Mary Last: Monahan

Account Name: Mary Monahan

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION******op*POSED*****

Hello,
Global water has picked the absolute best way to turn the town of Maricopa into a ghost town. No businesses will ever chose to locate here & the ones that are here will go bust. The number of foreclosures will skyrocket. Why does Global think their investors deserve a 6-8 % return on their investments ? All of our homes have lost one third of their value and all of our investments and savings have disappeared. Also, they gave out millions of bonuses last year. Like the rest of America, they will just have to wait untill the economy gets better to make more money.

The Case # 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

Thanks for listening ! Mary Monahan
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.
End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 8/5/2010

Opinion No. 2010 - 88483

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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 Mayes

Gary Pierce Pierce

Paul Newman Newman

Sandra D Kennedy Kennedy-

Bob Stump 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

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88481

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 - 88480

Date: 8/5/2010

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

First:

Last:

Complaint By: Joe

Vass

Account Name: Joe Vass

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****~~OP~~POSED*****

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

Hello,

I own a home in Province in Maricopa.

This is to voice my concern about proposed pending Global Water rate increases.

I oppose this proposed increase, not just because it will cost me an exorbitant amount of money (which it will), but also because it will damage Province and Maricopa in general.

In a time when property values and the tax base have plummeted, it seems self-destructive for authorities in our community to take any action which will surely interfere with their recovery and almost certainly drive them even lower. That makes no sense to me.

If we want to preserve and protect the development of our communities, then assuring that our living expenses are reasonable is the way to go. Driving away home owners and potential home owners to appease the greed of one particular faction would be incredibly self-destructive for all of us.

Thanks for your attention,

Joe Vass

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88480

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Maricopa.

However, there needs to be a reality check regarding their request and today's economy, the distressed real estate market and the potential of increased Federal taxations on the horizon.

If the current proposed rate increase goes into effect, each household water bill will increase by at least \$30 per month. And, the increased rate to the HOA for reclaimed water will be passed on to each homeowner by an increase to the HOA monthly assessment of about \$50 per month. Thereby increasing the cost for water for each household to about \$200-\$300 per quarter in the next two years.

A reasonable water rate would encourage more people to purchase real estate in Maricopa, and therefore, would put additional customers on the existing Global distribution infrastructure.

Respectfully,

Mr. & Mrs. H. J. Chambers
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88479

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 - 88478

Date: 8/5/2010

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

First:

Last:

Complaint By: Arlene Swendseid/Ro Laing

Account Name: Arlene Swendseid/Roger Laing

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*******OPPOSED*******

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

Good morning:

We are homeowners in the gated community of Province in Maricopa. We have recently learned that the Gobar Water company has applied for significant increases to water rates in Maricopa. We are adamantly opposed to the magnitude of increase being considered. For example, we have heard that the cost of reclaimed water, which is what is used predominantly in Province would go up from 33 cents to \$2.00 which would create a significant hardship for homeowners in terms of their monthly water fees as well as the HOA fees. To make the point, in June the HOA paid out \$8000 in water fees and if this was increased to the \$2.00 rate it would be an increase to roughly \$48,000 for one month. When you consider there are approx. 900 households in Province, that would be roughly increase to HOA fees of approx. \$450/month in HOA feels (currently the fees are approx \$150/month), without even considering the increase to the monthly individual homeowners water bills. Please re-consider as this decision has the potential to cause huge financial hardship on the town of Maricopa and its citizens. In light of the tenuous economy in the area, we believe that this would have long term implications for the town if homeowners and renters are no longer able to afford their accomodation because of unreasonable rate hikes.

Please provide a response at your earliest convenience.

Jo-Anne and Lanny Schultz -
Arlene Swendseid/Roger Laing -
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Date Completed: 8/5/2010

Opinion No. 2010 - 88478

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 - 88477

Date: 8/5/2010

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

First:

Last:

Complaint By: Jo-Anne and Lanny Schultz

Account Name: Jo-Anne and Lanny 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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****~~OP~~POSED*****

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

Good morning:

We are homeowners in the gated community of Province in Maricopa. We have recently learned that the Gobar Water company has applied for significant increases to water rates in Maricopa. We are adamantly opposed to the magnitude of increase being considered. For example, we have heard that the cost of reclaimed water, which is what is used predominantly in Province would go up from 33 cents to \$2.00 which would create a significant hardship for homeowners in terms of their monthly water fees as well as the HOA fees. To make the point, in June the HOA paid out \$8000 in water fees and if this was increased to the \$2.00 rate it would be an increase to roughly \$48,000 for one month. When you consider there are approx. 900 households in Province, that would be roughly increase to HOA fees of approx. \$450/month in HOA feels (currently the fees are approx \$150/month), without even considering the increase to the monthly individual homeowners water bills. Please re-consider as this decision has the potential to cause huge financial hardship on the town of Maricopa and its citizens. In light of the tenuous economy in the area, we believe that this would have long term implications for the town if homeowners and renters are no longer able to afford their accomodation because of unreasonable rate hikes.

Please provide a response at your earliest convenience.

Jo-Anne and Lanny Schultz -
Arlene Swendseid/Roger Laing -
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Date Completed: 8/5/2010

Opinion No. 2010 - 88477

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 - 88473

Date: 8/5/2010

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

First:

Last:

Complaint By: Priscilla

Santi

Account Name: Priscilla Santi

Home:

Street: N/A

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****~~OP~~POSED*****

These are the case numbers that I am writing about.

sw-20445a-09-0077, w-20446aaa-09-0080,w-02451a-09-0078, w-02450a-09-0081,w-01732a-09-0079, w-01212a-09-0082.

I would like a response to this email, please. I want the name of the judge who is allowing a posible \$30. month increase in our water and forcing our HOA to go through the roof.I am going to make sure I do not vote for him.

Now is not the time to raise anything. My husband and I live on less than 30,000 a year. Our home is worth 60% less than what we paid for it. We will be affected financially. People are going to start to fight these judges who decide this.You as Kristin, Gary, Paul, Sandra, and Bob have the ability to do the right thing. Open the doors to some fresh air around here and lower the fees, not raise them. Make yourself known that you represent the people and not Global Water.

Global Water is the worst water company to deal with. They send you a bill that if paid that day you receive it you may or may not have it in on the due date. Then you have to call, call and call some more. I would seek another water company.

Sincerely,Priscilla Santi
Province resident
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88473

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 - 88472

Date: 8/5/2010

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

Complaint By: First: Pete

Last: Brassell

Account Name: Pete Brassell

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****~~OP~~POSED*****

Dear ACC Members:

Below are the case numbers regarding Global Waters proposed rate increases for water/sewer services:

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 live in The Province which is an 55+ Adult Community in Maricopa. I am very concerned over the proposed Water/Sewer increases as I feel that a \$30.00/mo increase per homeowner and a 5X increase for reclaimed water for commercial users could put a big burden on homeowners and bankrupt HOA's. Our HOA's water bill would go from \$8,000 per month to \$48,000 per month which would be impossible to pay. I ask that the board only approve a reasonable increase that both a homeowner and a HOA could absorb within today's budgets.

Thank You
Pete Brassell

Maricopa, AZ 85138
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88472

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 - 88471

Date: 8/5/2010

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

Complaint By: First: Steve & Lisette Last: Tilker

Account Name: Steve & Lisette Tilker

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****~~OPPOSED~~*****

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 do NOT approve the Global water rate increase. This will cripple many homeowners. This will also stifle business growth and home sales - People and businesses look at utility costs when making a home /business decision and with these water rates so high now as it is, and especially if these new rates go into effect, they will look elsewhere. (This will be lost future revenue for Global Water from this standpoint).

It's not only an increase in the actual home water cost, just about every home in Maricopa is part of an HOA. The cost from .33 cents to \$2.00 per gal for reclaimed water is absolutely insane. We were told by our HOA that our last month's water bill would go from approx \$8,000 to 48,000 - The HOME OWNERS will be paying this cost - not some phantom entity. We lived in Phoenix for many years and our water bill, with a pool, averaged \$60 per month AND THIS INCLUDED GARBAGE PICKUP. Our water bill last month in Maricopa was already \$80, and we do not have a pool at this residence, and we also pay \$45 quarterly for garbage pickup !

This is not an affluent area such as Paradise Valley or NE Scottsdale. Maricopa is primarily comprised of young couples starting out and retirees with limited incomes, like ours, in Province.

HOAs may be forced to eliminate existing lakes/greenbelts - which in turn would destroy property values. People who live in Province are retired - this is the end of the line for them, they don't have multiple years to recover or sell and move.

Please do NOT approve this rate increase. It is unconscionable to do this in these very hard economic times.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Steve & Lisette Tilker

Maricopa, AZ 85138

End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88471

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 - 88470

Date: 8/5/2010

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

Complaint By: First: Michael E Last: Burns

Account Name: Michael E Burns

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****~~OP~~POSED*****

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 and I currently have a water softener and RO system. 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. In today's current economic climate we need to make Maricopa an attractive choice for families not an area strapped with exorbitant utility costs and surcharges thereby forcing families to chose other areas and housing. Please put yourselves in the position of the average Maricopa citizen and vote accordingly.

Thank you for your time and consideration.

Michael E. Burns

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88470

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 - 88469

Date: 8/5/2010

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

First:

Last:

Complaint By: Dave

Polak

Account Name: Dave Polak

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****~~OPPOSED~~*****
REF:

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 Commissioner:

I understand that the cost of doing business is always going up, but the rate increases by Global Water are beyond believe.

I live in the Province retirement community in Maricopa, on a fixed income, These increases will put a severe burden on myself and my community.

Please help in your consideration of these rates, and hope common sense prevails.

Thank You So Much

David Polak
Maricopa resident

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88469

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 - 88468

Date: 8/5/2010

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

First:

Last:

Complaint By: Geraldine

Polak

Account Name: Geraldine Polak

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*******op**POSED*****

Dear ACC commissioners,

REFERRING TO Case # :

SW-20445A-09-0077
W-0446A-09-0080
W-2451A-09-0078
W-2450A-09-0081
W-1732A-09-0079
WE-1212A-09-0082

I am a resident of the adult community of Province in Maricopa, AZ. and am writing you to ask that you consider NOT raising the water/sewer Rates that Global Water of Maricopa is asking for.

We moved here because it was affordable on our retirement pension. And if the water rates are increased at such a high number, not only will our personal water rates cost us a number that is a complete hardship, but our HOA rates will increase at a rate that will be impossible for an ordinary person to pay!

Many people moved to the new city of Maricopa for its affordability.

PLEASE consider all the people and families in the city of Maricopa before making this very important decision!

Thank You for your attention, Geraldine Polak
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88468

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 - 88467

Date: 8/5/2010

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

First:

Last:

Complaint By: Sidney

Wallace

Account Name: Sidney Wallace

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*******OPPOSED*******
Docket No. SW-20445A-09-077, W-20446A-09-0080, W-02451a-09-0078, W-02450A-09-0081, W-01732A-09-0079, W-01212A-09-0082

This is a request for help against global water and all of it's companies. They have requested a rate increase not for water but for their investors from 3-4 percent to 8 percent also an increase in water/sewer bill will go up by more that \$30.00 per month. Reclaimed water for irrigating the common area will go from 33 cents a gallon to \$2.00 per gallon which will increase HOA assessments in the province area significantly. We all have to have water softeners for our homes to prevent our appliances and property from being ruined due to the large amount of salt and calcium. Case numbers are SW-20445A-09-077, W-20446A-09-0080, W-02451a-09-0078, W-02450A-09-0081, W-01732A-09-0079, W-01212A-09-0082. Sidney Wallace
Maricopa, Az 85138.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88467

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 - 88466

Date: 8/5/2010

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

First:

Last:

Complaint By: Edward & Diane Sewald

Account Name: Edward & Diane Sewald

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*******op**POSED*****
Commissioners,

I am e-mailing you today to let you know of my opposition to the proposed water rate increase request by Global Water in 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

As a resident of Province in Maricopa, AZ., I believe you are charged with the responsibility to insure we are not overcharged for water. Because of the high salt and calcium rate in our water supply, we already have the added expense of a whole house water filter, water softener and reverse osmoses water system on our home here in Maricopa. To allow the rates to rise this significantly will create additional hardships for all homeowners. In these difficult economic times we already struggle with depressed property values, unemployment, and rising taxes. To allow Global to raise rates in order to double their return, seems irresponsible as many of us struggle on fixed incomes in this area.

We appreciate your attention to this matter and hope you will do the right thing for the taxpayers and voters.

Thank you for your consideration,

Edward & Diane Sewald

Maricopa, AZ 85138

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88466

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 - 88465

Date: 8/5/2010

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

Complaint By: First: William Last: Nowak

Account Name: William Nowak

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****~~OPPOSED~~*****

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

Below is an excerpt from a letter on Cobblestone Farms HOA website in Maricopa, AZ:

If the increases they have requested get approved, not only will your individual home water/sewer bills go up by more than \$30 per month, the HOA water bills will, for those communities with reclaimed water irrigating the common areas, such as Cobblestone Farms, go up 500%. The rates for reclaimed water right now are 33 cents per 1000 gallons of water. If the increase is granted, it will go to \$2.00 per thousand gallons! No HOA on reclaimed water will be able to afford to water the turf and your assessments will be increased significantly to cover basic irrigation costs. Please read the details of the A.L.J. recommendations on the article at www.InMaricopa.com. Remember, Global is not asking for this increase to improve distribution or quality of the water provided. They are asking for it to increase the return on their investor's money from 3-4 percent to 8 percent. What the commission does not seem to understand is, the water (both drinking and reclaimed) here in Maricopa is so high in calcium and salt content that it is necessary to have water softeners for our homes to prevent our appliances and property from being damaged. For the HOA's on reclaimed, we have to have acid injection

I guess I will turn off the water to my irrigation system and let all my trees and plants die.

William Nowak

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/5/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88465

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 - 88464

Date: 8/5/2010

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

First:

Last:

Complaint By: Joe & Sandy

Martin

Account Name: Joe & Sandy Martin

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*******OPPOSED*******

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

Hello

I live in Maricopa. My wife and I retired here five years ago from Minnesota.

My request is for some common sense judgment regarding the Global Water increase being considered by the Arizona Corporation Commission.

I will understand an 8-10% increase in water costs if that is what ACC wants to approve but what Global is asking for just isn't fair. It appears to me the increase may lead to a crisis for some small businesses and cause some homeowners to default.

Please try to improve Global's annual gross revenues but remember small business and many families don't have much money anymore.

Thank you--

Joe (and Sandy) Martin

e

Maricopa, AZ 85138
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88464

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 - 88463

Date: 8/5/2010

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

First:

Last:

Complaint By: **Bernard and Ellen Mangan**

Account Name: Bernard and Ellen Mangan

Home: (702) 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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****To
MEMBERS of the Arizona Corporate Commission:
To Kristin K. Mayes, Gary Pierce, Paul Newman, Sandra D. Kennedy, Bob Stump

This is regarding
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 have been advised that the Global Water rate case is before the Arizona Corporate Commission. We are writing to you as consumers of their utility and disgusted with not only the rates they are asking you to approve but the basic LACK of quality in the water that they are providing.

You should know that many of us are making 1-2% profits in any of our current investments so why should Global Water investors, by taking money out of our pockets for water that is the worst quality we have ever had and possibly the worst in Arizona have to pay for their increased profits?

It is unconscionable to approve this rate increase and we urge you to consider the FULL impact of what that would do to the communities that they serve. Aren't we entitled to the quality of water that the surrounding communities receive before any consideration is given to the slightest of rates increases?

We are again, strongly urging you to consider the full ramifications of your actions prior to you making any final

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

decision.

Respectfully,

Bernard and Ellen Mangan

Maricopa, Arizona 85138
500 850 1000

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88463

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 - 88461

Date: 8/5/2010

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

First:

Last:

Complaint By: Linda & Ed

Demain

Account Name: Linda & Ed Demain

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

From:

To:

Subject: RE: Proposed Global Water Rate Increase Objection

Date: Sun, 25 Jul 2010 18:08:55 -0700

We absolutely agree with the statements in the enclosed letter. I, Ed Demain, at age 69 am still working full-time in Phoenix, just to support our modest lifestyle. We were not foolish when buying our home in Maricopa and thinking we were investing in a good town that we could afford without over extending ourselves. Circumstances have turned out otherwise and now we feel trapped. With expences going through the roof, I cannot keep up, which wears me down.

Global Water is now testing the limits of what I can afford.

An additional 30 to 80 dollars a month (between home and increased HOA dues) is more than any of us understand and can keep up with.

Middle class is being forced out. Though I believe that we are really lower middle class in today's economy.

If Global water gets it's way I believe Maricopa will likely become a ghost town of forclosed and abandoned homes in the near future. Where, then will the company make its money? They are forcing many of us to re-think where we can live.

It breaks our hearts to think this way and see ourselves in this bind.

This town was to be our last home. Now, we do not know.

Surely, it is criminal for a utility company to do this to homeowners who trusted in where they were locating to.

Isn't this treating us as 'captive' people with no choice but to do as they want? Isn't that criminal when someone is punishing others and stealing because they can get away with it?

Please take all this very seriously. This is no joke.

We are human beings who are being driven to the brink.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

We are counting on you to make a decision that takes into account the needs of hard working people who are at our limits and a town that cannot afford to dwindle down to just tumble weed, bare lots and rotting houses: which is exactly what will happen when we are forced to abandon our homes and no new people move to Maricopa. Thank you for doing the right thing.
Linda and Ed Demain

Maricopa, Arizona 85138

Date: Sun, 25 Jul 2010 16:42:40 -0700

Subject: Proposed Global Water Rate Increase Objection

From:

To: 'Mayes'; 'Pierce'; 'Newman'; 'Kennedy';
'Stump'

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

Dear Commissioner:

We have just learned the recommendations of the Administrative Law Judge regarding the Global Water rate increase and we are extremely upset. If approved, it would raise the return on their investors money from 3-4 percent to 8 percent.

The quality of our 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. In order to make the area more attractive, the HOA's use reclaimed water to irrigate turf but the water is so bad, they have to have acid injection systems to keep the calcium from completely clogging our irrigation lines and killing all grass, shrubs, and trees within a community.

Global is not requesting the increase to improve quality or distribution of the water. Our water rates will increase about \$30 a month but the HOA's will increase many thousands, which goes back to increases for the homeowners. Sometimes our faucets barely trickle. The water stinks. Why would anyone want to stay here if the rates increase so much.

To raise the rates for this reason will be the kiss of death for growth in Maricopa. We are not in good economic times. Please consider the citizens and vote accordingly.

Sincerely,

Howard and Nancy Duncan

Maricopa, Az. 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/5/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88461

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: 602 540 4217

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 88462

Date: 8/5/2010

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

First:

Last:

Complaint By: Howard & Nancy Duncan

Account Name: Howard & Nancy Duncan

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

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

Dear Commissioner:

We have just learned the recommendations of the Administrative Law Judge regarding the Global Water rate increase and we are extremely upset. If approved, it would raise the return on their investors money from 3-4 percent to 8 percent.

The quality of our 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. In order to make the area more attractive, the HOA's use reclaimed water to irrigate turf but the water is so bad, they have to have acid injection systems to keep the calcium from completely clogging our irrigation lines and killing all grass, shrubs, and trees within a community.

Global is not requesting the increase to improve quality or distribution of the water. Our water rates will increase about \$30 a month but the HOA's will increase many thousands, which goes back to increases for the homeowners. Sometimes our faucets barely trickle. The water stinks. Why would anyone want to stay here if the rates increase so much.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

To raise the rates for this reason will be the kiss of death for growth in Maricopa. We are not in good economic times. Please consider the citizens and vote accordingly.

Sincerely,

Howard and Nancy Duncan

Maricopa, Az. 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88462

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 - 88460

Date: 8/5/2010

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

First:

Last:

Complaint By: Fabio & Donna Gherbassi

Account Name: Fabio & Donna Gherbassi

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

Regarding 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

Dear Commissioners,

My husband and I have just returned from vacation and are glad we did not miss the opportunity to put forth our concerns regarding the Global Water proposed rate increase. We were notified that this decision will be coming up for a vote shortly. We are not fully aware of the details that persuaded the judge to recommend the water rate increase. The only thing we can go by is what it is like to live in Maricopa under the "thumb" of Global Water. If they decided to invest more assets to enlarge their water company, so be it. I'm sure their decision was done at a time when the building boom was in high gear. If they over extended themselves, why should the existing rate payers need to correct their error in judgement ? Other businesses that make errors in their company expansions are not getting reimbursed.

We knew that the rates were higher in Maricopa compared to where we moved from (Mesa). Knowing that, we still decided to move to this city in hopes that density would prevail. We have had personal knowledge of how Global operates. Friends of ours purchased a home in the Lakes at El Dorado and found out the hard way that Global was "automatically" installing 1" water meters. Needless to say, our friends water bills were outrageous. There was not need for the larger meters. After a group of his neighbors protested, they were given the opportunity to have the larger meters replaced with normal sized (5/8"). Their water bills dropped enormously. I think this example epitomized Global's business practices.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you,
Fabio & Donna Chert...

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88460

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 - 88459

Date: 8/5/2010

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

First:

Last:

Complaint By: Gary & Jan

Owens

Account Name: Gary & Jan Owens

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

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:

Thank you for taking the time out of your busy schedules to consider our reactions to the Global Water proposed rate increase. If the recommendations of the Administrative Law Judge are approved it will signal the death of the city of Maricopa. The rate increase suggested are NOT to increase the quality of the water being provided, but to improve the rate of return to 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 HOAs utilize a substantial amount of reclaimed water for irrigation. The proposed 600% increase (\$0.33/1000 gallons to \$2.00/1000 gallons) will certainly eliminate those efforts. Basic irrigation costs will skyrocket forcing increased HOA fees and mandating more homeowners to find more affordable housing. The aforementioned Global rate increases coming on top of the current depressed economy will certainly go far to drive the city of Maricopa into the status of another Ghost Town! Please put yourselves in the position of the average Maricopa citizen when you cast your vote.

Thank you.

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

Gary & Jan Owens

maricopa, AZ 86138

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88459

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 - 88458

Date: 8/5/2010

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

First:

Last:

Complaint By: Ron

Smith

Account Name: Ron Smith

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

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: Members of the Arizona Corporation Commission

From: Ron Smith, home owner in the City of Maricopa

Re: Global Water's Proposed Rate Increase

It has come to my attention that the Administrative Law Judge has rendered her opinion in favor of Global Water's proposed rate increases. If you approve these requests, my individual home bill will go up over \$30 per month. Although that is a significant amount, it pales in comparison to what will happen with my HOA costs for reclaimed water which will increase by 500%! If these rates are approved, Global Water will essentially shut down any potential for business growth in our city and destroy our housing market. HOA fees will sky rocket forcing even more families out of their homes. Our economy cannot overcome this kind of impact. Global Water will manage to finish off what the real estate market decline started.

I understand the need to cover increased business costs and cost related to improving infrastructure, but it appears that these increases are not intended to solve those problems. Poor judgment on the part of Global Water and their subsidiaries regarding financing and risk mitigation has resulted in sub par returns for their investors. The rate increases appear to be for profit increases only not for improvements in the quality of the water. The water quality is so poor that we all have to have water softeners, water purification systems and acid injection systems for our HOA irrigation systems. Have you ever tasted a glass of Maricopa tap water?

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Over the past three years, I've watched over 90% of my work associates get laid off due to the construction industry down turn (450 employees to less than 40 today) and we're being advised that we're not through it yet. We expect another 25% down turn in our industry over the next 6 months. We haven't seen raises in three years, but we're happy we have our jobs! Yet Global Water see fit to try to increase their profitability by over 100%. Does that seem right to you? Really now!

Thanks in advance for your consideration of our concerns. Global Water does not need (or merit) these proposed increases at this point in time.

Sincerely,

Ron Smith
Province

Maricopa, AZ 85138

Legislative District 23
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88458

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 - 88456

Date: 8/5/2010

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

First:

Last:

Complaint By: Linda

O

Account Name: Linda O.

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

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

Kristin, Gary, Paul, Sandra & Bob,

I believe that if you allow the proposed rate increases for all water and sewer for the 11 companies that Global Water owns to happen you will cause the City of Maricopa a worse financial hardship than the dive in the Real Estate market has caused us! Did you know the quality of water (both drinking and reclaimed) here in Maricopa is so high in calcium and salt content that we all need to have water softeners in our homes to prevent all our appliances and property from being ruined? Also, 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 review these cases and make sure that these proposed rate increases do have happen.

SW-20445A-09-0077

W-20446A-09-0080

W-02451A-09-0078

W-02450A-09-0081

W-01732A-09-0079

Thank you for your time,

Linda O

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88456

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 - 88455

Date: 8/5/2010

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

First:

Last:

Complaint By: Robert

Weinheimer

Account Name: Robert Weinheimer

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

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 Commissioner,

Please take a moment to listen to the voices concerned residents over the proposed rate increases for all water and sewer for the 11 companies that Global Water owns. The Administrative Law Judge has rendered an opinion and recommendation to the ACC that favors Global! If the increases they have requested get approved, not only will our 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 increase for reclaimed water will go from \$0.33 to \$2.00 per thousand gallons! No HOA on reclaimed water will be able to afford to water their common areas and homeowner assessments will be increased significantly to cover just basic irrigation costs.

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

I am a senior citizen living at Province in Maricopa, semi retired and at 72 years of age, without pension and living on Social Security and savings. I have been lucky enough to find work in this troubling economy, not so with my struggling neighbors. If the recommendations of the Administrative Law Judge are approved it will be another financial burden on your senior citizens here in Maricopa. It is a signal that could trigger family bankruptcy, increase housing foreclosures and hinder commercial and residential growth of the city of Maricopa.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

The average Province 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 and water conservation. 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. Basic irrigation costs will skyrocket forcing increased HOA fees and mandating more homeowners to find more affordable accommodations.

Thank you for your time and consideration.

Sincerely,

Robert Weinheimer

Maricopa, AZ 85138-0123

Robert Weinheimer

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88455

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 - 88453

Date: 8/5/2010

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

First:

Last:

Complaint By: Maureen

McKinney

Account Name: Maureen McKinney

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

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,

This is an email I sent to Mr. Stump and all those on the Arizona Corporation Commission members regarding my concern over the proposed water and sewer rate increase by Global Water. Please vote NO on this rate increase.

Maureen McKinney

----- Forwarded message -----

From: < > m>

Date: Sun, Jul 25, 2010 at 11:23 PM

Subject: Global Water Rate Increase

To: Stump-web@azcc.gov

Dear Mr. Stump,

By voting to increase the water rates in the city of Maricopa, would impose a tremendous hardship on myself and the other residents of this city. My water bill last month from Global Water was over \$80.00, which is already ridiculously high, and with the increase, would be \$30.00 more a month! Also, I live in a HOA Community that uses reclaimed water to water their turf. This increase would cause my HOA dues to be extremely expensive. I am on a fixed income and cannot afford these increases. Please vote NO on Global Water increases!

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Maureen McKinney

SW-20445A-09-007

W-20446A-09-0080

W-02451A-09-0078

W-02450A-09-0081

W-91732A-09-0079

W-01212A-09-0082

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88453

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 - 88451

Date: 8/5/2010

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

Complaint By: First: John & Angela Last: Field

Account Name: John & Angela Field

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (To All Commissioners)*****

Reference: *****Global Water (RATE CASE)***** OPINION***** OPOSED*****

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

Greetings,

I have owned a home in Province in Maricopa since 2005.

I am very concerned about the proposed pending Global Water rate increases.

I oppose this increase, not just because it will cost me an exorbitant amount of money (which it will), but also because it will economically damage Province and Maricopa in general.

In a time when property values and the tax base have declined, it seems counter productive for our community to take any action which will surely interfere with the recovery and almost certainly drive prices even lower.

If we want to preserve and protect the future of our communities, then assuring that our living expenses are reasonable is the way to go. Driving away home owners and potential home owners to appease the greed of one particular faction would be incredibly self-destructive for all of us.

Thanks for your attention,

John & Angela Field

Maricopa, AZ 85138

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88451

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 - 88450

Date: 8/5/2010

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

Complaint By: First: Jean Last: Porter

Account Name: Jean Porter

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR: n

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

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

If the water rates are increased at the amount you are suggesting, many of Province residents will not be able to afford living in Maricopa.

Jean Porter

maricopa

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88450

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 - 88449

Date: 8/5/2010

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

First:

Last:

Complaint By: Randy M.

Black

Account Name:

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: Maricopa

CBR: n

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

Ms. Mayes,

Inreferenceto the following 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

I find itabsolutelyabsurd that you would allow a company seeking not to improve a less than quality service, but to line the pockets of it's investors, with a rate increase. Because of the low quality of water now, I need to protect my investments with theexpenseof a water softener.

I also struggle in this economy and a single income, with having to pay an additional \$30.00 per month on a service, that has yet to be brought up to standards other communities in Arizona has meet long ago.

As an active member in my community and a responsible voter, I strongly urge you to consider theaforementionedcases and refuse to grant the increase to the residents of Maricopa that has been requested by Global Water.

Thank you for your time,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Randy M. Black
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88449

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 - 88448

Date: 8/5/2010

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

Complaint By: First: Linda

Last: Helmer-Travis

Account Name: Linda Helmer-Travis

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (To All Commissioners)*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

Linda Helmer-Travis
42564 W. Mallard Ln.
Maricopa, AZ. 85138

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 ACC Members,

To the above reference document numbers, I want to voice my opinion of concern regarding the water rate increase that Global water; the parent company of Santa Cruz, is planning to implement.

I feel it is unwise and unfair that Global water is asking for unreasonable rate increases. I understand that some increases to customers is part of doing business. I feel customers should pay for services rendered not increases to give better returns on investors money or to build a new water plant.

It is unfortunate that Global water did not budget for future expenses. We all have to cut back in bad economic times.

With unemployment at an all time high, people on fixed incomes, and mortgage foreclosures which means empty housing, it is unwise for Global water to expect this high increase. This is not healthy for the city of Maricopa.

I would hope that the committee will reconsider the increase and adjust the rates to fair and reasonable.

Sincerely,
Linda Helmer-Travis

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Kristin K. Mayes
Gary Pierce
Paul Newman
Sandra D Kennedy
Bob Stump
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88448

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 - 88444

Date: 8/5/2010

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

Complaint By: First: Della Last: Cowie

Account Name: Della Cowie

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (To All
Commissioners)*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****
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

ANOTHER STAB IN THE BACK TO THE RESIDENTS OF MARICOPA. I HAVE FRIENDS WHO WERE
PLANNING ON MAKING MARICOPA THEIR HOME---NOT NOW. BOARD MEMBERS--STOP THIS BEFORE
MARICOPA DRIES UP.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88444

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 - 88443

Date: 8/5/2010

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

Complaint By: First: James & Jean Last: Renaud

Account Name: James & Jean Renaud

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (To All Commissioners)*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

We live in Maricopa, AZ and Global Water wants a rate increase to improve the return on their investment. We would not deny them a fair return of 4%, but to ask for 8% with the the economy the way it is just isn't right. I would be pleased with a 4% return on my investments at this time!! This rate increase will hit us twice. Once for the house water and second for the HOA water.

case numbers are:
SW-20445A-09-0077
W-20446A-09-0080
W-02451A-09-0078
W-02450A-09-0081
W-01732A-09-0079
W-0121A-09-0082

Thank you,
James and Jean Renaud,
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record and docketed.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/5/2010

Opinion No. 2010 - 88443

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 - 88442

Date: 8/5/2010

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

Complaint By: First: Harold Last: Purdum

Account Name: Harold Purdum

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (To All Commissioners)*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

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

From: Harry

Sent: Thursday, July 22, 2010 7:42 PM

To: Mayes-web@azcc.gov ; Pierce-wec@azcc.gov ; Newman-web@azcc.gov ; Kennedy-web@azcc.gov ;

Stump-web@azcc.gov

Subject: Global Water

Dear Commissioner- I am sure by now you are receiving an over abundance of mail on the subject of Global Water but I feel the need to put my thoughts into words for you all to ponder.. If the recommendations of the Administration Law Judge are approved.. it will be the beginning of the end for the City of Maricopa and any plans for future growth...From my understanding the rate increase will not bring a better quality of water to consumers..but the same poor quality that requires users to purchase water softeners, reverse osmosis filters ,etc to make the water less harmful to health and appliances..Is this a service that warrants such a huge increase..or is it to increase the rate of return for investors..This is a new city..with both new and old citizens many with fixed incomes..and almost every person being adverse effected by this raise..HOA dues will increase...which many folks cannot afford..People will be leaving Maricopa 4 better run communities and Global Water won't have enough customers to sell their water..But then again maybe that's what shareholders and management choose to ignore ! Thanks for taking the time to read this...that is if you really read these letters

Harold Purdum . . . 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

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record.
End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88442

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 - 88441

Date: 8/5/2010

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

Complaint By: First: Tom & Joan Last: Fink

Account Name: Tom & Joan Fink 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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

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

Hello! I'm new to the area and have moved here permanently. We chose the Province community largely because of its green spaces and water areas. I am definitely opposed and appalled that such an enormous rate increase for water is being proposed. Don't you realize what a burden that places on MANY people in these AZ communities!! It will devastate and greatly harm the economics of the region. We've still not recovered from the huge economic downswing of the last couple of years and now this! It's outrageous to exact such a devastating blow on already limping economies and families! How can this kind of greed be allowed to happen??? Please don't allow this travesty so that the "investors" can make more money at the expense of the very folks who make the whole economy either thrive or dive. Please consider carefully.
Respectfully, Tom and Joan Frink, Maricopa, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record.

End of Comments

Date Completed: 8/5/2010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2010 - 88441

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 - 88439

Date: 8/5/2010

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

Complaint By: First: Joe & Judy Last: Caravella

Account Name: Joe & Judy Caravella

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (To All Commissioners)*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

Commissoners,

I am e-mailing you today to let you know of my opposition to the proposed water rate increase request by Global Water in 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

As a resident of Maricopa, AZ., I believe you are charged with the responsibility to insure we are not overcharged for water. Because of the high salt and calcium rate in our water supply, we already have the added expense of a water softener here in Maricopa. I also believe to allow the rates to rise this significantly will create additional hardships for all homeowners. In these difficult economic times we already struggle with depressed property values, unemployment, and rising taxes. To allow Global to raise rates in order to double their return, seems irresponsible as many of us struggle on fixed incomes in this area.

We appreciate your attention to this matter and hope you will do the right thing for the taxpayers.

Cordially,
Joe and Judy Caravella

Maricopa, Az. 85138
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record.
End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88439

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 - 88438

Date: 8/5/2010

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

First:

Last:

Complaint By: Thomas F. & Mary P. Ryan

Account Name: Thomas F. & Mary P. Ryan

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (To All Commissioners)*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

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

We are respectfully requesting a further review and subsequent rejection of the proposed finding allowing a rate increase for sewer and water services for Global Water and its pertinence to its customers in the City of Maricopa.

In the finding for the water/sewer rate increase, Global Water acknowledges there will be no changes made to the water purity, availability, distribution or any other consumer related enhancement. By Global's own admission, this action is simply a raise to enable investors to gain increased profit.

The impact of this proposed increase is not without significance. The return on Global investor profitability now stands at 3%. The rate change request would grow this to 8% or an increase of over 250% from current levels. This is a very challenging position to accept in an economy where 1 to 3% personal economic growth is considered good.

Further, the water (reclaimed and household) provided by Global and its 11 owned subsidiaries is among the most calcified and salted in Arizona. It is necessary for both HOAs and homeowners alike to have water purification systems to preclude damage to personal property and consumer health.

As proposed, the increase for reclaimed water would go from the current 33 cents per 1000 gallons to \$2.00 per 1000 gallons (an increase of over 600%). The increase for homeowner use would be \$30 on average monthly and could be as much as \$40,000 more in the summer months to HOAs. Such a significant increase would necessitate a very different approach to landscaping and landscape maintenance in Maricopa by both HOAs and

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

homeowners alike. To say property values would suffer is not unrealistic.

To that end, it is no secret that Maricopa is (1) not a generally wealthy community and (2) has been severely hit by the impact of our nation's economic downturn. The level of home repossessions and/or abandonments is well documented. There are still a number of homeowners teetering on the brink. To impose such an egregious rate increase on water related services could, quite likely, push more from their homes and neighborhoods. Something, it would seem reasonable, that the Commission would like to avoid.

Profit is a basic adjunct to our system of capitalism. Onerous profit is not. It has been shown to be so by both by established law and the court of public opinion. We believe this proposed rate increase fits the latter description of profit and as such, needs to be rejected on its absence of merit as well as community benefit.

You have our thanks for taking the time to review this letter and issue it raises. We look forward to your right and just decision in the matter.

Thomas F. Ryan & Mary P. Ryan

Maricopa AZ 85138
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record.
End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88438

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 - 88437

Date: 8/5/2010

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

Complaint By: First: Linda Last: Short

Account Name: Linda Short

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (To All Commissioners)*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****
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 Commissioner Mayes, Pierce, Newman and Kennedy:

I am writing to express my deep concerns for the proposed rate increase by the Global Water Company in Maricopa, Arizona that may be approved by you, a member of the Arizona Corporate Commission.

IF the increases Global Water (Santa Cruz Water Co) has requested gets approved, not only will my individual home water/sewer bills go up by more than \$30 per month, the HOA water bills for my 55+ community (Province) will go up 500% as we have reclaimed water irrigating the common areas. The rates for reclaimed water right now are 33 cents per 1000 gallons of water. Last month Province's 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 able to afford to water their turf and homeowner assessments will be increased significantly to cover just basic irrigation costs. Global is not asking for this increase to improve distribution or quality of the water provided. They are asking for it to increase the return on their investors money from 3-4 percent to 8 percent. What I would like for all the commissioners 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. Maricopa has experienced such an exodus of people due to the economic downturn that the population that was expected for 2010 of 75,000 residents is only 40,000 residents. Currently, we are supporting many families who

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

are unable to feed their families, and I can only see the water rate increases as causing even more financial hardship for many, many families in Maricopa. Even families with what seems like a "good" income are having to walk away from their homes. The rate increase will cause many others to do the same. I realize I'm unable to give statistics, but it is something that every resident in Maricopa is well aware of. I, for one have a daughter who has struggled this past year with the decision of whether to short-sell their home or not. Learning that Global Water is close to getting approval for a rate increase, has finalized her decision. They listed their home last week for a short-sale. This is very sad.

The people will leave; the businesses will fail; the schools will suffer; the services will be minimal; we will be a ghost town!

Please remember to support the Arizona residents rather than kowtowing to the interests of the corporations.

Sincerely,

Linda Short

11111 Drive
Maricopa, AZ 85130

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88437

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 - 88436

Date: 8/5/2010

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

Complaint By: First: Sheila

Last: Schwartzberg

Account Name: Sheila Schwartzberg

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:

8/5/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: *****Global Water (RATE CASE)*****OPINION*****OPOSED*****

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

There is no reason to give Global Water such an increase. That is a ridiculous amount. Such high rates will lead to even higher vacancy rates in Province and Global Water will get even less money and then will want to raise their rates again. Is it their intent to empty out all the houses in Province?

You must reconsider.

Sheila Schwartzberg

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/5/10 Comments entered for the record.

End of Comments

Date Completed: 8/5/2010

Opinion No. 2010 - 88436