

OPEN MEETING RECORD ITEM



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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 20, 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 22 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 20 2010

DOCKETED BY *[Signature]*

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2010 AUG 20 P 4: 11

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: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 88760

Date: 8/20/2010

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

Complaint By: First: Dixie R Last: Steffey

Account Name: Dixie R Steffey

Home:

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Santa Cruz Water Company

Division: Water

Contact Name: P

Contact Phone:

Nature of Complaint:

From: Dixie Steffey
Sent: Friday, August 20, 2010 12:24 PM
To: Bradley Morton
Subject: Global Water Rate Hearing/Decision

Dear Mr. Morton:

I would like to again voice my concern about the scheduled rate increases by Global water dba Santa cruz Water Company in Maricopa, Arizona.

I am a retiree as are many of the residents in my neighborhood. We purchased in Maricopa due to the lower prices and the quiet amenities. We all live on fixed incomes which I remind you have not resulted in cost of living increases for a few years. We also have lost a tremendous amount of our investments as well as over 50% in our home values (even though purchased after the values decreased.)

I understand that costs do rise. I have been most conservative in my use of all of my utilities. But . . . Really! Global Water is asking for a 606 per cent increase in use of effluent (from 33 cents per 1,000 gallons to \$2.00 per 1,000 gallons.) This impacts all of us by forcing the HOA dues to rise accordingly to cover this ridiculous price increase.

Yes, there is a great deal of green area in Maricopa housing developments. Yes, the green areas were part of the master plans for development. Yes, recycled water is used to save on ground water depletion. Yes, the water company does such a poor job of recycling this water that the sprinkler heads are constantly clogging, causing our HOA dues to pay for increased landscaping costs to constantly repair the sprinklers. Yes, HOA's are already attempting to cut water usage by allowing green areas to go dormant during the winter months.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Now. . . It is up to you, the Arizona Corporation Commission to help save thousands of residents in Maricopa. This company must be stopped. An increase of 606% (per cent) is unacceptable. Truly, what would you do if in our situation, or perhaps if your elderly or disabled family members were living under this threatening cloud.

My understanding of the ACC is that you represent Arizona residents from being railroaded by these private, do-whatever-they-want companies. I ask that you respond favorably to my request to not increase the cost of effluent water from 33 cents per 1,000 gallons to \$2.00(dollars) per 1,000 gallons.

Thank you for taking this request under advisement.

Sincerely,

Dixie R. Steffey, Ph.D. Ret.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 8/20/2010

Opinion No. 2010 - 88760

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 - 88548

Date: 8/6/2010

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

First:

Last:

Complaint By: Nancy L

Browne

Account Name: Nancy L Browne

Home: (000) 000-0000

Street: 20380 N. Goodman Road

Work: (000) 000-0000

City: Maricopa

CBR: 'nancybrowne93@yahoo.co

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:

8/6/10*****REFERRED BY CHAIRMAN MAYES' OFFICE*****

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

From: Kraig Carmickle [mailto:kcarmickle@aamaz.com]
Sent: Monday, August 02, 2010 10:11 AM
To: Stump-Web; Pierce-Web; Mayes-WebEmail; Newman-Web; Kennedy-Web
Cc: 'nancybrowne93@yahoo.com'
Subject: FW: Global Water Rate Increase

I wanted to voice my concern over the proposed rate increases for all water and sewer for the 11 companies that Global Water owns. If the increases requested get approved (individual home water/sewer bills increasing by more than \$30 a month and HOA water bills using recycled water for common areas going up 500%), what will happen to the homeowners in Maricopa who are retired and living on fixed incomes. Right now a lot of residents are foreclosing or doing short sales to get out of home ownership due to the economy. These increases would affect those of us in retirement communities double. Not only would we be impacted by the \$30 increase but our HOA dues would increase considerably to take the impact of the 500% on recycled water.

I understand that increases are sometimes necessary every few years but such a drastic increase all at once makes a strain on everyone's budget.

New prospective homeowners will take one look at those rates and try some other area or state. Businesses that were entertaining the idea of moving to Maricopa will quickly change their minds and go elsewhere.

The quality of water in Maricopa (home use and recycled) is so high in calcium and salt content that most of us have to have water softeners in our homes to prevent appliances and property from being ruined.

Please take heed to what your constituents are saying to you and dissuade Global from proceeding with this

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

action.

Thank you for your time and consideration on this important issue.

Sincerely,

Nancy L. Browne
20380 N. Goodman Road
Maricopa, AZ 85138
(Province Community)

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

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/6/2010

Opinion No. 2010 - 88548

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 - 88544 Date: 8/6/2010

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

Complaint By: First: Lawrence L Last: Dick

Account Name: Lawrence L Dick Home: (000) 000-0000

Street: 42807 West Darter Drive Work: (000) 000-0000

City: Maricopa CBR: lee8373@gmail.com

State: AZ Zip: 85138 is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

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

Nature of Complaint:

8/6/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

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

I am a resident of the Province Community in Maricopa. The proposed 500% increase for reclaimed water will have an extremely adverse affect on the beautiful common areas here in Province and in the long time will likely result in decreased property values.

The following case numbers apply.

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 ask your support in denying this increase.

Lawrence L Dick
42807 West Darter Drive
Maricopa, AZ 85238
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/6/2010

Opinion No. 2010 - 88544

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 - 88542

Date: 8/6/2010

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

Complaint By: First: Terry L. Last: Wiley

Account Name: Terry L. Wiley

Home: (520) 568-0621

Street: 42841 West Whispering Wind Ln

Work: (000) 000-0000

City: Maricopa

CBR: Terry.Wiley@asu.edu

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:

8/6/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

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

Re: Cases W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079,

W-01212A-09-0082

Commissioners

Now that the Administrative Law Judge has rendered her opinion on the Global Water rate hike, I am contacting you once again to express my disappointment with the opinion and urge The Commission to disapprove the recommended increase in Global Water's rates. I am just one of many, many homeowners and voters who are extremely disappointed with this proposed decision. As I noted in my initial email message, the proposed increase for those of us living in Maricopa (and being served by Santa Cruz Water) is much too high given current profit margins and the state of the economy, particularly in Arizona. The Judge's recommendation will amount to around \$30 per month for individual home owners in Maricopa. For those of us who live in HOA communities like Province, where we live, there will be an additional increase in our HOA dues to cover the proposed increase in charges for reclaimed water.

Based on figures I received from our community manager, the HOA water bills for those communities with reclaimed water irrigating the common areas, will rise by approximately 500%. Global's excessive reclaimed water rates are significant and an issue that should be addressed by the Commission. Province rates for reclaimed water right now are 33 cents per 1000 gallons of water. The Province invoice for June 2010 from Global Water was \$8000 and if the proposed increase for reclaimed water at \$2.00 per 1,000 gallons is approved, we would have paid \$48,000 for the month of June for reclaimed water. That is a 600% increase! No HOA using reclaimed water will be able to afford to water their turf and homeowner assessments will be increased significantly to cover even basic irrigation costs. If HOA dues to individual homeowners are increased by 500% to offset the Global Water rate hikes, our monthly HOA dues in Province would increase from \$156 per

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

month to \$781 per month. Such rates and charges on homeowners would be extremely unfair and the unreasonably high reclaimed water rates would discourage HOAs and future developments from using reclaimed water.

It is important to remember that Global is not asking for this increase to improve distribution or quality of the water provided. They are asking for it to increase the return on their investors money from 3-4 percent to 8 percent. So, the Judge's opinion supports a considerable increase to investors at an exponentially higher cost to homeowners, particularly those living in HOA communities like Province. This is on top of the cost most of us have incurred to install water treatment and filtration systems in our homes. The quality of water (both drinking and reclaimed) here in Maricopa is so high in calcium and other chemicals that we all have had to install water softeners and filtration systems for our homes to prevent our water-related appliances, plumbing, and property from being ruined. HOAs that use reclaimed water to irrigate turf have had to install acid injection systems to keep the calcium from completely clogging irrigation lines and killing grass/shrubs/trees within the community. Once, again, I ask that Commission members consider the overall cost to individual homeowners they represent. At a time when the national economy is limping along, the Arizona economy is in worse shape, and national recovery still in doubt, I do not think increases that more than double corporate profits at a cost of several hundred percent increases in homeowner rates is either fair or sensible. I urge the Commission to deny the proposal or, minimally, lower the proposed rate increase and substantially reduce Global's reclaimed water rates.

Terry L. Wiley
42841 West Whispering Wind Ln
Maricopa, AZ 85138
(520) 568-0621
terry.wiley@asu.edu

The information in this message (and the documents attached to it, if any) is confidential and may be legally privileged. It is intended solely for the addressee. Access to this message by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution or any action taken, or omitted to be taken in reliance on it is prohibited and may be unlawful. If you have received this message in error, please delete all electronic copies of this message (and the documents attached to it, if any), destroy any hard copies you may have created and notify me immediately by replying to this email. Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/6/2010

Opinion No. 2010 - 88542

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 - 88541 Date: 8/6/2010

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

Complaint By: First: Patricia Anne Last: Ward

Account Name: Patricia Anne Ward Home: (000) 000-0000

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

City: Maricopa CBR: PatriciaWard@orbitelcom.c

State: AZ Zip: 85138 is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

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

Nature of Complaint:

8/6/10 *****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; W02450A-09-0081; W-01732-09-0079; W-01212A-09-0082

I promise you I will be there to veto such an increase on water that is undrinkable and unusable without paying more for it. What are you thinking?? 8% increase. vote no
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/6/2010

Opinion No. 2010 - 88541

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 - 88540

Date: 8/6/2010

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

Complaint By: First: Sandy Last: Hamilton

Account Name: Sandy Hamilton

Home: (630) 452-6741

Street: 20455 N. Lemon Drop Dr.

Work: (000) 000-0000

City: Maricopa

CBR: Hamilton@fenton100.org

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:

8/6/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

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

Commission Members:

I am forwarding a copy of the email sent by our community manager at Province in Maricopa, AZ regarding the proposed rate increase by Global Water and its impact on Maricopa homeowners. As you most likely know, the recent economic downturn has had an enormous impact on Maricopa as it has in many newer communities and this rate increase will cause further hardship. Many people are barely hanging onto their property and an increase which will force HOAs to take an even harder look at their budgets will negatively impact property values. Potential buyers will look elsewhere for communities where green space is still green and water bills are affordable. When we purchased our home in Maricopa, we were very pleased that all irrigating was done with reclaimed water. To approve an increase in reclaimed water costs from 33 cents per 1000 gallons to the \$2.00 per 1000 gallons that is being requested by Global Water would be disastrous. I completely understand the responsibility of each individual to conserve potable water whenever possible and to always make responsible decisions regarding its use. However, to request this type of rate increase for reclaimed water seems unconscionable to me.

Please take a hard look at this request and make a decision that will cause less financial hardship for the residents of Maricopa. Thank you for your careful consideration.

Sandy Hamilton
20455 N. Lemon Drop Dr.
Maricopa, AZ 85138
630-452-6741

From: Kraig Carmickle [kcarmickle@aamaz.com]

Sent: Thursday, July 22, 2010 2:12 PM

To: 'Provincestaff@provincelifestyle.net'; 'maintenance@provincelifestyle.net'; Kraig Carmickle;

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

'lifestyle@provincelifestyle.net'; 'communications@provincelifestyle.net';
'communitystandards@provincelifestyle.net'; 'admin@provincelifestyle.net'; 'rsmanager@provincelifestyle.net';
'Rebecca.Barson@meritagehomes.com'

Subject: Province Up-Date

Global Water Rate Increase Hearing Soon!

Please take a moment to email the Arizona Corporation Commission members (ACC) to voice your concern over the proposed rate increases for all water and sewer for the 11 companies that Global Water owns. The Administrative Law Judge has rendered her opinion and recommendation to the ACC and she sided with Global! IF the increases they have requested get approved, not only will your individual home water/sewer bills go up by more than \$30 per month, the HOA water bills will for those communities with reclaimed water irrigating the common areas, go up 500%. The rates for reclaimed water right now are 33 cents per 1000 gallons of water. Last month Province invoice for June from Global Water was \$8000 and if the proposed increase passes for reclaimed water at \$2.00 per 1,000 gallons we would have paid \$48,000 for the month of June in reclaimed water. If the increase is granted, it will go to \$2.00 per thousand gallons! No HOA on reclaimed water will be able to afford to water their turf and homeowner assessments will be increased significantly to cover just basic irrigation costs. Please read the details of the ALJ recommendations in the Global Rate Case Order attached above. It is too much to put here. Remember, Global is not asking for this increase to improve distribution or quality of the water provided. They are asking for it to increase the return on their investors money from 3-4 percent to 8 percent. What the commission does not seem to understand is the quality of water (both drinking and reclaimed) here in Maricopa is so high in calcium and salt content that we all have to have water softeners for our homes to prevent all our appliances and property from being ruined. HOA's that use reclaimed water to irrigate turf have to have acid injection systems to keep the calcium from completely clogging our irrigation lines and killing all grass/shrubs/trees within the community.

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

SW-20445A-09-0077

W-20446A-09-0080

W-02451A-09-0078

W-02450A-09-0081

W-01732A-09-0079

W-01212A-09-0082

Kristin K. Mayes Mayes-web@azcc.gov

Gary Pierce Pierce-web@azcc.gov

Paul Newman Newman-web@azcc.gov

Sandra D Kennedy Kennedy-web@azcc.gov

Bob Stump Stump-web@azcc.gov

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

Kraig Carmickle, CAAM®

Community Manager

Province Community Association

AAM, LLC

(520) 568-8315 (direct line)

(520) 568-8430 (direct fax)

www.AAMAZ.com

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/6/2010

Opinion No. 2010 - 88540

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 - 88539

Date: 8/6/2010

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

Complaint By: First: Glen Last: Alley

Account Name: Glen Alley

Home: (520) 568-6808

Street: 42374 W. Fountainhead St.

Work: (000) 000-0000

City: Maricopa

CBR: cp@asean-mail.com

State: AZ Zip: 85138

is: E-Mail

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

Division: Water

Contact Name: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

8/6/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

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

Esteemed Commissioners, I am writing to protest the proposed increases that are brought about by 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

In my opinion this is terribly wrong on the part of Global Water...they assumed the risk to build out when they did, they gambled & "lost" as everyone in the economic meltdown has...they were looking to profit as every builder, trades person, service industry does, they should suffer the consequences of their actions the same as every business along with State & Municipal governments. This is akin to any business that over invests & then finds it was a bad decision to expand when they did. If GW can't repay the loans I suggest that they follow the route of many other business, work out the terms with your lenders, seal out, or reorganize through bankruptcy...don't cry wolf when my Money Markets are earning <2% & you are getting a return double that.

I don't think government bodies should be in the business of "guaranteeing" returns when the corporation shoulders no responsibility for bad business decisions...the reality is that GW's "product" is a very low standard,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

bordering on undrinkable without RO systems & certainly faulty for equipment due to the mineral content, 90% of the people I know in Maricopa have/need softener systems. Thanks for letting me vent...I hope you take the "big picture into account & deny the exorbitant request currently "on the table".

Glen Alley
42374 W. Fountainhead St.
Maricopa, AZ 85138
520-568-6808

Global Water Rate Increase Hearing Soon!

The Administrative Law Judge has rendered her opinion and recommendation to the ACC, and she sided with Global! IF the increases they have requested get approved, not only will your individual home water/sewer bills go up by more than \$30 per month, the HOA water bills will for those communities with reclaimed water irrigating the common areas, go up 500%. The rates for reclaimed water right now are 33 cents per 1000 gallons of water. Last month Province invoice for June from Global Water was \$8000 and if the proposed increase passes for reclaimed water at \$2.00 per 1,000 gallons we would have paid \$48,000 for the month of June in reclaimed water. If the increase is granted, it will go to \$2.00 per thousand gallons! No HOA on reclaimed water will be 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. 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. If this rate increase is approved by the ACC, it will cause the City of Maricopa a worse financial hardship than the dive in the Real Estate market has caused!

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

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/6/2010

Opinion No. 2010 - 88539

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 - 88538

Date: 8/6/2010

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

First:

Last:

Complaint By: Linda

Somo

Account Name: Linda Somo

Home: (480) 293-4291

Street: N/A

Work: (602) 574-1473

City: Maricopa

CBR: lsomo@cox.net

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:

8/6/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

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

I am writing to urge you to vote against the proposed rate increase for the eleven Global Water companies. The information about the increase and the negative impact that it would have on the city of Maricopa, as well as other communities, is listed below along with the case numbers. Please vote no on this unnecessary rate increase. It will have a devastating effect on our community and its residents. Our fate is in your hands. Is the increase percentage of investment return to Global's investors worth the financial hardships that you will cause the residents of Maricopa if you approve this rate hike? Please vote for the people and vote NO on this rate increase.

Thank you,
Linda

Linda Somo
lsomo@cox.net
480 293-4291
602 574-1473

Global Water Rate Increase Hearing Soon!

The Administrative Law Judge has rendered her opinion and recommendation to the ACC, and she sided with Global! IF the increases they have requested get approved, not only will your individual home water/sewer bills go up by more than \$30 per month, the HOA water bills will for those communities with reclaimed water irrigating the common areas, go up 500%. The rates for reclaimed water right now are 33 cents per 1000 gallons of water. Last month Province invoice for June from Global Water was \$8000 and if the proposed increase passes for reclaimed water at \$2.00 per 1,000 gallons we would have paid \$48,000 for the month of June in reclaimed water. If the increase is granted, it will go to \$2.00 per thousand gallons! No HOA on reclaimed water will be

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

able to afford to water their turf and homeowner assessments will be increased significantly to cover just basic irrigation costs. Please read the details of the ALJ recommendations in the Global Rate Case Order attached above. 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. If this rate increase is approved by the ACC, it will cause the City of Maricopa a worse financial hardship than the dive in the Real Estate market has caused!

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

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/6/2010

Opinion No. 2010 - 88538

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 - 88536

Date: 8/6/2010

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

First:

Last:

Complaint By: Lisa Ann

Radcliffe

Account Name: Lisa Ann Radcliffe

Home: (000) 000-0000

Street: 43939 W Scenic Dr

Work: (000) 000-0000

City: Maricopa

CBR: ilovedogs99@yahoo.com

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

8/6/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

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

Regarding 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

Dear Arizona Corporation Commission members;

I am very concerned over the proposed rate increases for all water and sewer services for the 11 companies that Global Water owns. If these increases they have requested get approved, not only will our 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 where I live, will 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 our assessments will be increased significantly to cover 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 investor's money from 3-4 percent to 8 percent. Possibly you (the commission) do not understand is, the water (both drinking and reclaimed) here in Maricopa is so high in calcium and salt content that it is necessary to have water softeners for our homes to prevent our appliances and property from being damaged. For the HOA's on reclaimed, we have to have acid injection systems to keep the calcium from clogging our irrigation lines. They will cause the City of Maricopa additional financial hardship beyond what the real estate downturn has already caused us if you approve these increases!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Please vote NO on Global Waters' Rate Increase Request.

Thank you for your time.

Lisa Ann Radcliffe
43939 W Scenic Dr
Maricopa, AZ 85139
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/6/2010

Opinion No. 2010 - 88536

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 - 88535

Date: 8/6/2010

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

First:

Last:

Complaint By: **Linda & Larry**

Stec

Account Name: Linda & Larry Stec

Home: (000) 000-0000

Street: Glennwilde Subdivision

Work: (000) 000-0000

City: Maricopa

CBR: lstec@orbitelcom.com

State: AZ Zip: 85138

is: E-Mail

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

Division: Water

Contact Name: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

8/6/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

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

Dear Kristin Mayes,
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

This message is to voice our outrage at the Global Water price increase.

We have lived in Maricopa AZ for 6 years now. The price of water and sewer fees is already much higher than we paid in Chandler AZ (and we had a pool and the city water bill included trash services, as well as sewer fees). Sometimes I am sorry we ever moved here. The property taxes are also very high compared to Chandler.

We are a couple in our 60's, with the husband retired and the wife still working at this time, but nearing retirement age. This water increase will not only increase our water bill, it will cause our HOA fees to increase as well. We are already paying \$65.00 to \$70.00 per month and there are only the 2 of us in our house (no pool at this house).

I don't know if it can be done but I think it is time to have the City of Maricopa take over the water and sewer and fire Global Water. If not, then they need to do something else to stop gouging the citizens of Maricopa, who are already facing tough times. Especially concerning is they want to increase the return on their investors money from 3 to 4 percent to 8 percent.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

This will not help the City of Maricopa to grow. It will discourage new people from moving here. Think about it; most of the residents that live in Maricopa work in other cities and believe me, people talk and complain to co-workers and others about the high utility costs and high property taxes in the City of Maricopa.

This price increase is NOT acceptable!

Linda & Larry Stec
Glennwilde Subdivision
Maricopa,AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/6/2010

Opinion No. 2010 - 88535

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/6/2010

Opinion No. 2010 - 88534

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 - 88533

Date: 8/6/2010

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

First:

Last:

Complaint By: Rebecca

Barson

Account Name: Rebecca Barson

Home: (000) 000-0000

Street: 44590 W. Redrock Rd.

Work: (000) 000-0000

City: Maricopa

CBR: bcubed333@aol.com

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

8/6/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

Reference: Global Water Rate Case*****OPINION OPPOSED*****
To All Concerned,

I am emailing you today with a protest of the water increase proposed. I can't believe you would allow this to occur when so many of us are upon hard times.

Please find below a list of 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

Respectfully,

Rebecca Barson
44590 W. Redrock Rd.
Maricopa, AZ 85138
bcubed333@aol.com
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/6/2010

Opinion No. 2010 - 88533

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 - 88532

Date: 8/6/2010

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

First:

Last:

Complaint By: Steve

Velaski

Account Name: Steve Velaski

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: Maricopa

CBR: svelaski@aol.com

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

8/6/10 *****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; W02450A-09-0081; W-01732-09-0079; W-01212A-09-0082

Dear Ms Mayes,

I am writing to protest the proposed water rate increase being proposed by Global Water Co in the town of Maricopa, Arizona. People in Maricopa would no longer be able to live here with this rate increase. We would have to move out of state if this rate increase goes through.

Steve Velaski,
Maricopa, Arizona
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/6/2010

Opinion No. 2010 - 88532

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: 602-542-4217

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 88531

Date: 8/6/2010

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

First:

Last:

Complaint By: Robert & Patti

Ryan

Account Name: Robert & Patti Ryan

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: Maricopa

CBR: pttryan@yahoo.com

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

8/6/10 *****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; W02450A-09-0081; W-01732-09-0079; W-01212A-09-0082

Dear Arizona Commissioners,

We are protesting the rate increases proposed by Global Water. The increases are too high, especially at these economic times. We live in the town of Maricopa. These increases would hit this middle class community very hard. Please consider the consequences of a rate increase.

This is in reference to: SW-20445A-09-0077, W-20446A-09-0080, W-02451A-09-0078, W-02450A-09-0081, W-01732A-09-0079, W-01212A-09-0082.

Sincerely Yours,

Robert and Patti Ryan

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/6/2010

Opinion No. 2010 - 88531

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you, and we will watching for each of your decision and vote.

Sincerely,

Juel & Marsyl Caspersen
20532 N. Lemon Drop Ln
Maricopa, Az 85238
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/6/2010

Opinion No. 2010 - 88530

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 - 88529

Date: 8/6/2010

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

Complaint By: First: Jim Last: Houston

Account Name: Jim Houston

Home: (905) 873-1676

Street: 20130 N. Leo Lane

Work: (000) 000-0000

City: Maricopa

CBR: jhouston7@cogeco.ca

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:

8/6/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

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

Re: Case numbers-
SW-20445A-09-0077
W-20446A-09-0080
W-02451A-09-0078
W-02450A-09-0081
W-01732A-09-0079
W-01212A-09-0062

Dear Commissioners,

My name is Jim Houston and my house is located at:
20130 N. Leo Lane,
Maricopa, Az
(Province Development)

My HOA has indicated that Global Water has submitted a proposed rate increase for approval.

If the rate increase is approved, I can expect to have an increase in excess of \$30.00 per month(approx. 40%) and can expect a further increase in HOA fees to offset an increase in recycled water costs of 500%.Currently the water I receive from Global is of such poor quality that I have to have a softener installed to prevent damage to my appliances and property.The proposed increase in the rate for reclaimed water raises concern that HOAs will be unable to maintain the properties as they do at present and change may be the only way to maintain a viable community. My understanding is that this proposed increase is not to improve the quality of both household and recycled water but rather to increase the return to Global's investors by 4-5 percent. Investors are entitled to a fair return on their investment but I believe that in this instance Global Water is gouging money from its customers in order to satisfy its investors.

A recent visit to the new opulent Global office in Maricopa did not lead me to believe that Global Water needed such a large or any increase in its rates.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

The cost of water is a fact of life in a desert environment but cost increases of the size suggested by Global are unreasonable and may be the final straw in halting any chance Maricopa has of recovering from the recent financial woes of this area.

Sincerely,

Jim Houston

905-873-1676

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/6/2010

Opinion No. 2010 - 88529

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

THANK YOU FOR YOUR CONSIDERATION. PLEASE CONSIDER WHAT IS BEST FOR ALL OF US, HELP US, PLEASE.

ROBERT A. MURRAY, 42181 WEST BASIE LANE, MARICOPA, AZ 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/6/2010

Opinion No. 2010 - 88527

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 - 88526

Date: 8/6/2010

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

First:

Last:

Complaint By: Jim & Jeanie

Robertson

Account Name: Jim & Jeanie Robertson

Home: (000) 000-0000

Street: 42941 W Whimsical Drive

Work: (000) 000-0000

City: Maricopa

CBR: jrs.ventures@gmail.com

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

8/6/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

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

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

Ms. Mayes:

Judge Jibilians recent Recommended Opinion and Order (ROO) is, in one word, Unconscionable! If allowed to stand, the ROO will cause eventual economic havoc more severe than the real estate downturn in the 10 affected communities Global Water serves.

The result of the ROO will not be an 84 percent rate increase but substantially more. Why? By also increasing the reclaimed water rate from 33 cents to \$2.00 per 1,000 gallons charged to development HOAs, this amount will be passed directly to individual households. How is your math? That is a six-fold or six hundred percent, yes 600% increase!

For the month of June, Maricopas Province development Global Water reclaimed water bill was \$8,000. Under the proposed rate increase that bill would have been \$48,000. Dividing the difference by the number of homes in the development yields an additional \$44 per month charge for water. That may not be labeled residential but it is the net effect of the proposed change. I believe the ROO indicates an 84 percent increase? Only by taking license with defining residential.

The increase requested by Global Water does not either improve the distribution of water or the quality of our water. Maricopas water has such a high calcium and salt content that water softeners are essential to protect appliances and property from being ruined. HOAs must use special acid injection systems to keep irrigation lines clear and to prevent the killing of grass, trees, and shrubs.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

In summation, no better quality water, or improved services. Just increase Global Waters investors ROI from 3-4 percent to 8 percent. Not a bad deal if you are an investor.

The economic damage to families and our communities by allowing the current ROO to stand is, again, unconscionable. I urge the Arizona Corporation Commission to do the right thing and reject this theft. It only lacks the smoking gun!

Jim & Jeanie Robertson
42941 W Whimsical Drive
Maricopa AZ 85138
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/6/2010

Opinion No. 2010 - 88526

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 - 88524

Date: 8/6/2010

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

First:

Last:

Complaint By: James D

Howe

Account Name: James D. Howe

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: Maricopa

CBR: howeizit@aol.com

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

8/6/10 *****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; W02450A-09-0081; W-01732-09-0079; W-01212A-09-0082

If this increase is approved it will place a real burden on the seniors that live in the retirement community of PROVINCE. I am retired and live on a fixed income and if the increases requested are approved I will have no choice but to move. I have loss a lot of my life savings because of the housing market and this will only add to my problems. The requested increases will add \$30.00 a month to my bill BUT ALSO INCREASE OUR HOA DUES BUY 40% which none of us can afford.

RATE REQUEST ARE

SW20445A-09-0077 W20446A-09-0080 W20451A-09-0081 W1742-09-0079 W-01217-09-0082

James D. Howe
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/6/2010

Opinion No. 2010 - 88524

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 - 88523

Date: 8/6/2010

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

Complaint By: First: Gayle Last: Grana

Account Name: Gayle Grana

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: Maricopa

CBR: abc123teacher2001@yahoo

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:

8/6/10 *****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; W02450A-09-0081; W-01732-09-0079; W-01212A-09-0082

Dear Ms. Mayes,

My husband and I live in Maricopa and are very worried about the rate increase by Global Water. We are wondering if Arizona is a good place to live. Our mortgage is already upside down. It is not the time for an increase in water. Why do corporations have to make such big profits at the expense of the common person? Isn't the the reason for the Corporation commision?

Sincerely,
Gayle Grana
Maricopa,AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/6/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/6/2010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2010 - 88523

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 - 88520

Date: 8/6/2010

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

Complaint By: First: Tania L. Last: White

Account Name: Tania L. White

Home: (520) 494-2563

Street: N/A

Work: (000) 000-0000

City: Maricopa

CBR: tanieloris@msn.com

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

8/6/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

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

As a homeowner in Maricopa I am protesting the proposed water rate increase via Global Water. Please see list below for exact case numbers. We cannot be expected to fund Global's bad business decisions any longer. Already faced with sinking home values we will not, on fixed incomes, be able to keep up our properties and pay HOA dues. You, our elected officials, need to step in to offset this immense hike in rates. If not, more homes will go into foreclosure thereby depleting Global Waters revenues even further.

Tania L. White
520-494-2563

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

From: Kraig Carmickle

To: 'Provincestaff@provincelifestyle.net' ; 'maintenance@provincelifestyle.net' ; Kraig Carmickle ; 'lifestyle@provincelifestyle.net' ; 'communications@provincelifestyle.net' ; 'communitystandards@provincelifestyle.net' ; 'admin@provincelifestyle.net' ; 'rsmanager@provincelifestyle.net' ; 'Rebecca.Barson@meritagehomes.com'

Sent: Thursday, July 22, 2010 12:12 PM

Subject: Province Up-Date

Global Water Rate Increase Hearing Soon!

Please take a moment to email the Arizona Corporation Commission members (ACC) to voice your concern over the proposed rate increases for all water and sewer for the 11 companies that Global Water owns. The Administrative Law Judge has rendered her opinion and recommendation to the ACC and she sided with Global! IF the increases they have requested get approved, not only will your individual home water/sewer bills go up by more than \$30 per month, the HOA water bills will for those communities with reclaimed water irrigating the common areas, go up 500%. The rates for reclaimed water right now are 33 cents per 1000 gallons of water.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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.

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-web@azcc.gov

Gary Pierce Pierce-web@azcc.gov

Paul Newman Newman-web@azcc.gov

Sandra D Kennedy Kennedy-web@azcc.gov

Bob Stump Stump-web@azcc.gov

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:

8/6/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 8/6/2010

Opinion No. 2010 - 88520

SW-20445A-09-0077
W-02450A-09-0081
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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 - 88519

Date: 8/6/2010

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

First:

Last:

Complaint By: Martha

Raymond

Account Name: Martha Raymond

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: Maricopa

CBR: cactuspigs@gmail.com

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Carmelle Rodriguez

Contact Phone: (623) 580-9600

Nature of Complaint:

8/6/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*****

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

Subject: Case Numbers

SW-20445A-09-0077
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There is no way that you can justify a 500% rate increase. Seniors, such as the residents should be grandfathered to the old rate.

We would appreciate the water company controlling their expenses just like every one else needs to do!!!

Sincerely,

Martha Raymond

Sent from my iPad
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/6/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 8/6/2010

Opinion No. 2010 - 88519
