

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

- 5. Cynthia Kane
- 6. Ken & Judy Ruggles
- 7. Penny & Hugh Fraser
- 8. Richard E. Dow
- 9. Paul D. Anthony
- 10. Dale L. Crawford
- 11. Christine J. Rarity
- 12. Paul Studer
- 13. Sandra & Richard Hamilton
- 14. Marilyn Burgess
- 15. Diane Sternberg
- 16. Penney Hall
- 17. Joseph & Sandra Martin
- *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

2/28/13: Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 2/28/2013

Opinion No. 2013 - 108937

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2013 - 108913

Date: 2/27/2013

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

Complaint By: **Richard W Dabney**

Account Name: Richard W Dabney

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR: %

State: AZ Zip: 85138

is: Home

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: _____

Contact Phone: (____) _____

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

The rates have already been raised to provide the utility company investors a reasonable rate of return on their investment. It was beyond reasonable when you look at what has happened to our economy since 2009. We would all very much like an 8% rate of return on investments. To ask for more is greed.

Many new properties have been built which wiU provide substantial increased revenue to the utility companies.

If I use no water my bill is still close to \$90 a month, a substantial charge is for waste treatment even when there is no waste to treat.

If rates are raised I will be charges twice, once for my residence and secondly for my home owners association.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/27/13: Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 2/27/2013

Opinion No. 2013 - 108913

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: , - - - - -

Fax: , - - - - -

Priority: Respond Within Five Days

Opinion No. 2013 - 108911

Date: 2/27/2013

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

Complaint By: **First:** Susan D. **Last:** Adams

Account Name: Susan D. Adams

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR: 4f

State: AZ **Zip:** 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [redacted]

Contact Phone:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

Here are my concerns over the proposed rate hike from Global Water in Maricopa

The financial impact of an average 26% per household increase on water and sewer rates will be harder to manage when my average pay raise has been only 20% for the last several years and does not even keep up with inflation.

If the water rates go up for my community association (Province) then they will pass the increase on to me in the form of higher assessments and my out of pocket for water goes up even more. It will feel like I am being double bill for water.

I feel that the growth potential for new home construction, re-sales, and new business will be severely impacted in Maricopa. The housing market is starting to recover and we have fewer foreclosed homes in Maricopa than previous years. More occupied homes and building new homes will automatically bring in more revenue for Global Water.

We should be increasing the financial benefit for conserving water and not lowering the gallons of usage the point that no one can benefit because the levels that are set to low.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/27/13: Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 2/27/2013

Opinion No. 2013 - 108911

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108917

Date: 2/27/2013

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

Complaint By: **First:** Michael **Last:** Harris

Account Name: Michael Harris

Home

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:** 85138

is: Home

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

Dear ACC Board Members,

February 23, 2013

I'm writing to you to voice my objections to the requested water/sewer rate increase (SW-20445A-12-0310 and W-20446A-12-0314) that Global Water is seeking. As a senior citizen residing in the Providence community we are finding it extremely difficult to continue paying the extremely high rates currently in place let alone the proposed increase Global is requesting. We do our best to stay below the 7,000 gallon per month level in order to receive some of the rebate that covers the \$2.12/thousand gallon rate imposed a couple of years ago.

When we moved to Maricopa in late 2004 our water/sewer basic cost was in the neighborhood of \$65 per month. That same basic cost today is around \$95 per month and might soon be going up to \$135 per month, more than doubling in less than ten years.

Recently we had some friends visit us who are looking for an area to retire in. They loved the Maricopa community, the over 55 concept of the Providence community, the layout of the Meritage homes, and the fantastic Providence community center with the pools, town center, gym, etc. When they inquired about the utility rates they were shocked at what water/sewer costs and where it might be going if the Global request is approved. When they learned that the water/sewer annual costs would probably exceed the annual property costs on a home they could not in principle consider re-locating here.

Granted, this is only one possible couple looking to relocate but if many others see it the same way the appeal of moving to a lower cost area of Maricopa will be lost. Maricopa exploded ten years ago because total home ownership costs were significantly less than residing in Phoenix, Chandler, etc. even though commuting cost would be more. In addition to the direct cost each home owner sees in their monthly water bill they will also experience higher costs in their HOA fees which all use considerable amounts of water. The growth this town once experienced will not return when potential buyers seriously look at their total cost of living in Maricopa.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I urge the ACC to consider these points plus many more made by other home owners and HOA's. I implore you to deny the rate increase and the lower Tier 2 usage quantity of 6,053 gallons versus the current 7,000 gallons per month. As an alternative consider a rate increase at the Tier 3 or better yet Tier 4 or higher levels as a way of providing Global Water with a return on their investment while also encouraging conservation efforts on everyone's part.

Sincerely,
Michael Harris
Maricopa Providence Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/27/13: Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 2/27/2013

Opinion No. 2013 - 108917

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 974-1000

Fax: (602) 974-1000

Priority: Respond Within Five Days

Opinion No. 2013 - 108918

Date: 2/27/2013

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

Complaint By: **Martha M Neely**

Account Name: Martha M Neely

Home: () () ()

Street: () () ()

Work: (000) 000-0000

City: Maricopa

CBF

State: AZ Zip: 85138

is: Home

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: () () ()

Contact Phone: () () ()

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

As residents of the Province community in Maricopa, AZ, we are very concerned about the proposed Global Water rate increase for water and sewer. We are retired and living on a fixed income and the proposed increase will impact our finances to the point of having to adjust our budget moving money from the "food & medications" category over to the "utilities" category. We already have been conserving water as much as possible because of the already high rates, and we feel this proposed rate increase will create a hardship for us, both directly from our residential water and sewer bill and also from the increase in HOA dues that will necessarily follow.

We are also concerned about how a rate increase will adversely affect the growth of our wonderful community. We urge you to take into consideration that the ongoing strengthening of Maricopa's economy will cause a natural increase in revenue for Global Water due to the increased building of new homes and fewer empty home. Therefore the homeowners should not need to be burdened with these rate increases.

Thank you for listening to us and considering our needs.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/27/13: Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 2/27/2013

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2013 - 108918

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: () - -

Fax: () - -

Priority: Respond Within Five Days

Opinion No. 2013 - 108920

Date: 2/27/2013

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

Complaint By: **First:** Lorna M **Last:** Nicholson

Account Name: Lorna M Nicholson

Home: (4) - -

Street: /

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:** 85138

is: Home

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

As a customer of Global Water I, Lorna Nicholson, am protesting the proposed water rate hike.

As sole wage earner in my household, another rate increase such as is being proposed would impose a financial burden on an already stretched source of income. A fixed income with no future substantial increase cannot withstand increased costs of necessities such as food, shelter, medical, insurance or utilities.

Also as a HOA member, any additional assessments to the HOA will be passed on to its members which will be a double jeopardy for my financial situation.

The proposed water rate hike will also have an impact on the local economy as well as potential home buyers & businesses may decide not to move to Maricopa.

I have always been very careful to conserve my water useage & what financial benefit will it be for me to conserve water useage to the point I can't function within your new perimeters?

I sincerely hope you will consider the financial impact on individual homeowners and the future growth of our community and local businesses and not impose the proposed water rate hike.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/27/13: Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 2/27/2013

Opinion No. 2013 - 108920

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: 0000

Fax: 0000

Priority: Respond Within Five Days

Opinion No. 2013 - 108919

Date: 2/27/2013

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

Complaint By: First: Robert A Last: Murray

Account Name: Robert A Murray

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Other

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

RE: Docket Number W -20446-12-0314 and SW-20445A-12-0310

Gentlemen:

When we read "rates are established through a formal hearing process" etc. "BULL" -rammed and jammed through is more like it!

Any organization that is the only supplier can and often do use their command position to impose itself on the citizens through its army of trained lawyers.

Do remember the local and national governments have always restricted utilities and held them to increases in rate of only 5-8 percent. Then why is it that Global Water gets approval for 25.29 percent increase and future rate increases? Why the "GREED?"

Our next question is where do Palo Verde Utilities and Global Water derive the water which they then sell to our citizens? We believe the origin of the water supply is derived from public sources. The water is processed and then sold to the public (citizens).

We believe our citizens and local government should consider and take full advantage of the "Judicial System" and pursue the "Right of Eminent Domain" to end this greedy group of bureaucrats.

Gentlemen, I am approaching 83 years old and am on a fixed income. We use a minimum of water and therefore the minimum monthly charges. Any increase to our already high bill will become another burden on us. This increase plus the increase in income taxes is even more of a burden. Do remember the "Greedy Bureaucrats" as noted herein.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,
Robert A. Murray

Maricopa, AZ 85138
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/27/13: Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 2/27/2013

Opinion No. 2013 - 108919

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: () - - - - -

Fax: .

Priority: Respond Within Five Days

Opinion No. 2013 - 108920

Date: 2/27/2013

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

Complaint By: **First:** Lorna M **Last:** Nicholson

Account Name: Lorna M Nicholson

Home: () - - - - -

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:** 85138

is: Home

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

As a customer of Global Water I, Lorna Nicholson, am protesting the proposed water rate hike.

As sole wage earner in my household, another rate increase such as is being proposed would impose a financial burden on an already stretched source of income. A fixed income with no future substantial increase cannot withstand increased costs of necessities such as food, shelter, medical, insurance or utilities.

Also as a HOA member, any additional assessments to the HOA will be passed on to its members which will be a double jeopardy for my financial situation.

The proposed water rate hike will also have an impact on the local economy as well as potential home buyers & businesses may decide not to move to Maricopa.

I have always been very careful to conserve my water useage & what financial benefit will it be for me to conserve water useage to the point I can't function within your new perimeters?

I sincerely hope you will consider the financial impact on individual homeowners and the future growth of our community and local businesses and not impose the proposed water rate hike.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/27/13: Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 2/27/2013

Opinion No. 2013 - 108920

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2/28/13: Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 2/28/2013

Opinion No. 2013 - 108924

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone _____

Fax _____

Priority: Respond Within Five Days

Opinion No. 2013 - 108925

Date: 2/28/2013

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

First:

Last:

Complaint By: Amir & Saker

Manji

Account Name: Amir & Saker Manji

Home _____

Street:

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: unknown

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

Amir & Saker Manji

Canada

February 21, 2013

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

Re: Docket Number W-20446A-12-0314 and SW-2044SA-1L. . J10

It has been brought to our attention that Global Water is proposing to increase our base rates once again. Over 50% of the people living in our community of Province are Canadian who only live there for approximately 5 months out of the year. As you can see 98% of our bill consists of base charges and our actual usage is 2%. We feel that these charges should be reviewed and adjusted accordingly. Attached is a copy of our bill for your review. Thank you for your attention to this matter and I look forward to your response.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/28/13: Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 2/28/2013

Opinion No. 2013 - 108925

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/28/2013

Opinion No. 2013 - 108930

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108929

Date: 2/28/2013

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

First:

Last:

Complaint By: Beverly

Harris

Account Name: Beverly Harris

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Other

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

Dear ACC Board Members,

February 23, 2013

I'm writing to you to voice my objections to the requested water/sewer rate increase (SW-20445A-12-0310 and W-20446A-12-0314) that Global Water is seeking. As a senior citizen residing in the Providence community we are finding it extremely difficult to continue paying the extremely high rates currently in place let alone the proposed increase Global is requesting. We do our best to stay below the 7,000 gallon per month level in order to receive some of the rebate that covers the \$2.12/thousand gallon rate imposed a couple of years ago.

When we moved to Maricopa in late 2004 our water/sewer basic cost was in the neighborhood of \$65 per month. That same basic cost today is around \$95 per month and might soon be going up to \$135 per month, more than doubling in less than ten years.

Recently we had some friends visit us who are looking for an area to retire in. They loved the Maricopa community, the over 55 concept of the Providence community, the layout of the Meritage homes, and the fantastic Providence community center with the pools, town center, gym, etc. When they inquired about the utility rates they were shocked at what water/sewer costs and where it might be going if the Global request is approved. When they learned that the water/sewer annual costs would probably exceed the annual property costs on a home they could not in principle consider re-locating here.

Granted, this is only one possible couple looking to relocate but if many others see it the same way the appeal of moving to a lower cost area of Maricopa will be lost. Maricopa exploded ten years ago because total home ownership costs were significantly less than residing in Phoenix, Chandler, etc. even though commuting cost would be more. In addition to the direct cost each home owner sees in their monthly water bill they will also experience higher costs in their HOA fees which all use considerable amounts of water. The growth this town once experienced will not return when potential buyers seriously look at their total cost of living in Maricopa.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I urge the ACC to consider these points plus many more made by other home owners and HOA's. I implore you to deny the rate increase and the lower Tier 2 usage quantity of 6,053 gallons versus the current 7,000 gallons per month. As an alternative consider a rate increase at the Tier 3 or better yet Tier 4 or higher levels as a way of providing Global Water with a return on their investment while also encouraging conservation efforts on everyone's part.

Sincerely,
Beverly Harris
Maricopa Providence Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/28/13: Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 2/28/2013

Opinion No. 2013 - 108929

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108927

Date: 2/28/2013

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

Complaint By: **First:** Bruce R **Last:** Crowe

Account Name: Bruce R Crowe

Home: (000) 000-0000

Street: 41014 W 5TH

Work: (000) 000-0000

City: Maricopa

CBR: f

State: AZ **Zip:** 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

I live in a community where the majority of the population are retired and can no longer work. I live on a fixed income and cannot be squeezed by this unthinkable 25.29% increase for home sewer and 22.83% increase for potable and reclaimed water. In addition the financial impact that will be put on the HOA will end up passed on to residents in my community... this means we all will be paying twice!

Tell me what would the benefit be to conserve water if the gallons per month are lessened to the point where no one can function within the new perimeters?

Is Global Water trying to make Maricopa a ghost town with the outrages utility rate change they have requested with the ACC for sewer and water service? Growth in Maricopa will be adversely affected in new home construction, re-sales, and new business!

I AM BLIND; A RETIRED 76 YEAR OLD MALE, LIVING ON A DECLINING INCOME AND CANNOT KEEP UP WITH THIS PRICE INCREASE!!

BRUCE Crowe

Maricopa, AZ 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2/28/13: Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 2/28/2013

Opinion No. 2013 - 108927

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fa:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108926

Date: 2/28/2013

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

Complaint By: **First:** **Last:**
 Jacquelyn G Crowe

Account Name: Jacquelyn G Crowe

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone: _____

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

HELP!

Is Global Water trying to make Maricopa a ghost town with the outrages utility rate change they have requested with the ACC for sewer and water service?

I live in a community where the majority of the population are retired and can no longer work. I live on a fixed income and can no longer be squeezed by this unthinkable 25.29% increase for home sewer and 22.83% increase for potable and reclaimed water. In addition the financial impact that will be putting on the HOA will end up passed on to residents in my community... this means we all will be paying twice! Also, what would the benefit be to conserve water if the gallons per month are lessened to the point where no one can function within the new perimeters?

You know the probability that growth in Maricopa will be adversely affected in new home construction, re-sales, and new business if the requested rate increases go in effect. Do you want me to tell prospective buyers (residential and commercial), to go somewhere else because of this ridiculous rate increase? I AM 74 YEARS OLD AND CANNOT AFFORD THESE JUMPS!!!

Jacquelyn Crowe

41914 W Ellington Ln.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/28/13: Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 2/28/2013

Opinion No. 2013 - 108926

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108932

Date: 2/28/2013

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

Complaint By: **First:** Karl **Last:** Piksa

Account Name: Karl Piksa

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBF

State: AZ **Zip:** 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

My family of three have been residents of Maricopa City for three years, at the beginning we pay for about 5000gal of water including sewage \$33 a month. Since last year 2012 for 5000gal the Global water and sewage increase to \$97.57 for a month. According to Global they looking for new water increases this year from \$35 to \$50 per household of three. Global they making enough money right now but they want to make even more money. They have the water monopoly, and terrorize Maricopa residents by sending them bills for more many higher than people pay in some area municipalities.

Please help us, and stop the monopoly Global money hungry greed company.

Sincerely

Karl Piksa
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/28/13: Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 2/28/2013

Opinion No. 2013 - 108932

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

File No.: _____

Priority: Respond Within Five Days

Opinion No. 2013 - 108931

Date: 2/28/2013

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

Complaint By: **First:** Brian **Last:** Bohr

Account Name: Brian Bohr

Home

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:** 85138

is: Other

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: _____

Contact Phone:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

Manipulation doesn't work here. Voter/taxpayer can not afford 2 rate hikes. How so? Our resident rate increase in addition to raised HOA dues that will have a traumatic affect on our already stretched budget.

We have not recovered from the economies decimation of our income and losses in investments. This rate hike is extremely excessive.

Are the investors asking for more return from their investments? This is a time when all of us are seeing a "bare minimum" in the rate of return on our CO's and or Money Markets.

Arizona Corporation Commission, please take the side of the voter/residents. As we all know, our elected officials have not!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/28/13: Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 2/28/2013

Opinion No. 2013 - 108931

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Tom Davis

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108941

Date: 2/28/2013

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

Complaint By: **First:** James H. **Last:** Roberts

Account Name: James H. Roberts

Home: (520) 350-1514

Street:

Work: (000) 000-0000

City: Maricopa

CBR

State: AZ **Zip:** 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phon

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

1. An increase in population generates income to both sewer and water distric'es. Underground sewer and water lines are in place, paid for by subdividers. The treated waste water ponds in subdivisions, used for irrigation saves sewer distric's land use, yet the consumer pays for the water.
 2. Knowing and understanding the above, why the increase in fees?
- *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

2/28/13: Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 2/28/2013

Opinion No. 2013 - 108941
