

COMMISSIONERS
BOB STUMP – Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH

ORIGINAL



0000143131

ARIZONA CORPORATION COMMISSION

February 28, 2013

To: Docket Control

RE: Global Water – Santa Cruz Water Company and Global Water – Palo Verde Utilities
Company - Customer Comments

Docket No. 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

Please docket the attached 45 customer comments **OPPOSING** the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED
MAR 1 2013

Docket Control
BSM

RECEIVED
2013 MAR - 1 A 11:02
ARIZONA CORPORATION
DOCKET CONTROL

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 108690

Date: 2/22/2013

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

First:

Last:

Complaint By: Ilene G.

Kerr

Account Name: Ilene G. Kerr

Home:

Street: ad

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE CASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

Increased water & sewer rates will cause additional problems for me, as I live on a fixed income.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108690

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid **Phone:** **Fax:** -----

Priority: Respond Within Five Days

Opinion No. 2013 - 108691 **Date:** 2/22/2013

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

Complaint By: **First:** Arnold **Last:** Downey

Account Name: Arnold Downey **Home:** (000) 000-0000

Street: **Work:** (000) 000-0000

City: Maricopa **CBR:**

State: AZ Zip: 85138 **is:**

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: **Contact Phone:** ()

Nature of Complaint:

*****OPINION OPPOSED TO RATE CASE*****

Docket Number W-20446A-12-0314

I recently moved to Maricopa. One of the reasons I bought a home here is that I tho't that on a fixed income I might be able to afford to live here. I can tell you that the proposed water rate will make living here more difficult. I don't mind paying a fair price for my utilities but I do not want to be gouged.

Thank you for your consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

....Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108691

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108692 Date: 2/22/2013

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

Complaint By: First: Laurel Last: Dewees

Account Name: Laurel Dewees Home: (000) 000-0000

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:

*****OPINION OPPOSED TO RATE CASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

As a 1 income family and soon to be on a fixed income a rate increase would be a financial hardship on us. As we would get hit individually & then also thru our HOA. We've already been trying to figure out how to use less water as out bills are already so high!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108692

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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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108693

Date: 2/22/2013

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

First:

Last:

Complaint By: Alan D.

Richey

Account Name: Alan D. Richey

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE CASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

As a retired couple on fixed income we may receive 1 or 2% cost of living increase which has already been used to keep up with inflation Global Water - Santa Cruz Water Company is asking for such a large increase which will be passed on to the home owner 2 more times by the HOA and the City of Maricopa taxes. Please reject this increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108693

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108694 Date: 2/22/2013

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

Complaint By: First: J. A. Last: Littleton

Account Name: J. A. Littleton

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE CASE*****

Docket Numbers W-20446A-12-0314

Hard to believe this particular utility is requesting yet another rate increase despite notoriously poor quality water & service. Those of us on fixed incomes (retired) in a retirement community cannot tolerate more utility costs, especially when one considers the improved economy, increased new homes in Maricopa & hence increased income to Global Water in the near future.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108694

1

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108695

Date: 2/22/2013

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

Complaint By: First: R. Gerald Last: Kerr

Account Name: R. Gerald Kerr

Home

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

*****OPINION OPPOSED TO RATE CASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

As a Senior on a fixed income, increased water & sewer costs, as proposed by Global Water will add additional hardship to an already tight budget.

There will also be impact on my "HOA" and these costs will be passed on to me making the cost of living even more difficult.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108695

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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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108724

Date: 2/22/2013

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

First:

Last:

Complaint By: Ron & Jeanne

Karrels

Account Name: Ron & Jeanne Karrels

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

We are extremely upset about the proposed rate increase! Our water & sewerage rates are much higher than neighboring communities, such as Casa Grande where the base rate is under \$20.00. Your proposed increase will affect home sales in Maricopa and may make it very likely that repeat buyers will look elsewhere. We are in our Lakes home 4 mos. A year - yet we are required to pay the same monthly rate all 12 months. We water with the drip system all 12 months but for 8 months there is no sewerage usage! Why do we have to pay \$68 a month for sewerage during those 8 months!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108724

9

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108725

Date: 2/22/2013

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

Complaint By: First: Bill & Jan Last: Grant

Account Name: Bill & Jan Grant

Home: --

Street: --

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

We are very concerned about the proposed rate increase by Global Water. We are residents of Province, a 55 and over community. Some of us have fixed incomes. It becomes difficult to manage on these incomes when there are constant increases for utilities that are necessary for everyday life. We not only receive a raise in our private water bill, but we then receive a raise in our HOA dues. At some point, it become unrealistic to live here. With the present 900+ homes, we are sure Global Water is receiving a pretty good return on their investment. But if they continue to increase rates, it may be a different story. Many people outside of Maricopa are very aware of the high utilities we have. It seems that must be one of the reasons why we are not attracting new business and other businesses are leaving, when we continue to have a growth in population.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108725

10

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108726 Date: 2/22/2013

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

First:

Last:

Complaint By: Darlene & Keith Garner

Account Name: Darlene & Keith Garner

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

We have lived in numerous communities the past several years and have never experienced sewer rates as high as the present rates. In fact they've been half as much. We cannot see any justification for rates that are double anywhere else. We are living on our Social Security fixed income & cannot afford higher rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108726

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108727

Date: 2/22/2013

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

First:

Last:

Complaint By: John R. Hord

Account Name: John R. Hord

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:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

Over the years I have kept track of the areas (valley) utility (water) rates just to see how Maricopa compares and we have always been higher than any area but when Global asks for an increase it's granted. I thought it comical on my last bill that I saved \$2.70 by being under the 7000 gal. level. I was 4,700 gal. under! Isn't that a great savings! Where does it end? Does the Commission ever say no? I have a fixed income. Thanks.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108727

12

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108728 Date: 2/22/2013

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

Complaint By: First: Michael & Donna Last: DeAngeles

Account Name: Michael & Donna DeAngeles 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:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

We wish to protest the proposed increase. We are on a fixed income and cannot afford this increase. Our current water/sewer charges are nearly \$100 per month.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108728

13

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108729 **Date:** 2/22/2013

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

Complaint By: **Michael Baehr**

Account Name: Michael Baehr **Home:** (000) 000-0000

Street: Dr. **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: **Contact Phone:**

Nature of Complaint:
*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

My water and sewer bill has increased by 50% in the last three years. Any more increases will help to kill growth in Maricopa.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108729

14

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2013 - 108730 Date: 2/22/2013

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

Complaint By: First: Mr & Mrs Joseph Last: Mazzarella

Account Name: Mr & Mrs Joseph Mazzarella Home:

Street: _____ Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: _____ Contact Phone: _____

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

Please reconsider any rate increas. My husband & I are both retired and this is a high financial impact on us and also the HOA. Any increase will be passed along to us twice over. We moved to Maricopa to curtail expenses and the water bill is higher than our electric bill. I would think with all the new growth in Maricopa that revenue would be increased and there would not be a need for such a high increase. Thank you for your consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108730

15

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108731 Date: 2/22/2013

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

Complaint By: First: Richard & Janet Last: Elkin

Account Name: Richard & Janet Elkin

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

Wat is a fair rate of return?

When C.D. rates are less than 1% - utilities do not deserve a 6% return, as in years past. Perhaps Global Water should look more at cutting expenses. They are at best an overpaid bunch of "monsters" with no concern for the customers!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108731

6

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108732 Date: 2/22/2013

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

Complaint By: First: Doug Last: Dewees

Account Name: Doug Dewees

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

A rate increase would effect us greatly as we are currently a one income family. We would not only see financial stress individually but also thru increased HOA which would be passed on to us. We hope to retire soon and increases like this greatly affect fixed income households.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108732

17

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108733

Date: 2/22/2013

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

First:

Last:

Complaint By: Melanie

Zerance

Account Name: Melanie Zerance

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

- An increase would be a financial burden multiplied x two because the HOA will pass increases on to homeowners.

- the incentive to conserve water is gone if you set an impossibel goal of fewer gallons per month.

- The economy has rebounded, builders have many new starts for homes - you will realize revenue increases without a price hike.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108733

8

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 108734

Date: 2/22/2013

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

First:

Last:

Complaint By:

David

Bounds

Account Name:

David Bounds

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:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

We are retirees and the financial impact of this increase will negatively harm us and perhaps make us think of selling our home. This increase will also harm us because our HOA fees will go up substantially. This increase could also harm the City of Maricopa because possible residents may select a city with lower rates. This winter we have seen a lot of building here which automatically gives GW increased revenue. This huge increase request can only harm all current residents. Thank you

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/22/2013

Opinion No. 2013 - 108734

9

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108737

Date: 2/22/2013

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

Complaint By: First: James Last: Renaud

Account Name: James Renaud

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

As a retiree this rate increase will hit me twice! Once on my resident and once on my HOA fees, since the HOA will have to pass on the rate increase to me. Global Water just had a rate increase last year! This should take care of them for a couple of years or more.

Thank you,

J. Renaud
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108737

20

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108738

Date: 2/22/2013

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

First:

Last:

Complaint By: Ed & Linda

Demain

Account Name: Ed & Linda Demain

Home:

Street: Dr.

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

This outrageous asking for an increase will give me a double increase. Increase in my water bill and since my HOA is effected a possible increase in my dues as well. "WHO ARE THEY KIDDING" They are a profit company and as such will try and get away with as many increases, under the argument that it cost's them more to operate. Maybe they should look into the company and review there own cost saving measures.

In 2008 it was because there are few residences living in Maricopa and they needed more money to make up for all the homes that were unsold or abandoned.

It is now 2013 and things are different, houses are being built and sold there are more people living in the town. I wonder if we get to a sold out in this town of 250,000 people will Global give us a rate reduction? Or ask for another increase. Materials and labor are still inexpensive and this this is a prime example of the consumer only has 1 utility to get their water or electricty (etc.) from. "NO ON THE INCREASE!!"

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

21

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/25/2013

Opinion No. 2013 - 108738

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108739

Date: 2/22/2013

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

Complaint By: First: Peter Last: DeMars

Account Name: Peter DeMars

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

Global Water - Santa Cruz Water Company is asking for another rate increase so the company can "ensure that these regulated utilities can remain financially stable and that they earn their authorized return". In Feb. 2009 an increase was granted for the same reason and now another request for an increase of \$6/mo. To our private water bill and an increase from \$185 per acre foot to \$325/acre foot for our Province HOA. I have installed a new irrigation system to conserve water and our HOA is continually working to save water for our community. We are doing our part to conserve water and we can not handle another increase in rates from Global Water. I stongly encourage the AZ Corporate Commission to DENY Global Water a rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108739

22

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108740 Date: 2/22/2013

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

Complaint By: First: Dale Last: Ehrbright

Account Name: Dale Ehrbright 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:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

This rate increase is just another example of greed. With all the new houses under construction, Global will have a much bigger account base. I can't afford the water rate increase as I'm on a fixed income. This account base will not continue to grow if others can't afford to live here. Our growth will stop. Is Global going to come back for a rate increase every year? Stop this please!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108740

23

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (000) 000-0000

Priority: Respond Within Five Days

Opinion No. 2013 - 108741 Date: 2/22/2013

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

Complaint By: First: Michael W. Last: Engler

Account Name: Michael W. Engler 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: Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

We have highest rates in Arizona. To raise rates that you are seeking will drive people away and be a negative for businesses seeking to come here. It should be up to your company to find other ways to up your return on investment . . . Like other businesses do.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108741

24

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108742

Date: 2/22/2013

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

First:

Last:

Complaint By: Fran Struckmann

Account Name: Fran Struckmann

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

We are retired and on a fixed income, this increase will have financial impact not only on our individual water bill, but also the increase in HOA fees due to the increase charge for reclaimed water.

The economy is now stronger, the housing market is better, less foreclosures and new home building increased, which is automatic increase in revenue for Global Water.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

....Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108742

25

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108744

Date: 2/22/2013

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

Complaint By: First: Berdina Last: Stevenson

Account Name: Berdina Stevenson

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Number W-20446A-12-0314

We are full time residents:

- 1 - We are retired and my husband has advanced Parkinson. We have limited income.
- 2 - There are builders that are currently preparing for many more new homes - so this is added income for the Water Co.
- 3 - Intel is going to hire from 3,000 to 5,000 new employee's in the next 2 years - Many will live here in Maricopa.

We do not need higher water prices that will hurt a town trying to recover from the great recession, we have had many money financial losses.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

27

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

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108759 Date: 2/25/2013

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

Complaint By: First: Edward V. Last: Dunn

Account Name: Edward V. Dunn

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

- 1) Raising rates creaste a financial burdeon on individuals.
 - 2) Raising rates will slow growth in Maricopa
 - 3) The economy is still in trouble
 - 4) HOA's will not be able to afford an increase, Homeowners pay twice.
 - 5) To raise it by 50% only benefits the company not individuals.
- *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

....Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108759

28

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108760

Date: 2/25/2013

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

Complaint By: First: Beth Last: Morrow

Account Name: Beth Morrow

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

This is a big financial impact on myself, my disability income is budgeted. I cannot afford another water/sewer increase. The water quality is nothing fabulous, many of us have to pay to have new water filters installed on our drinking water/R.O. equipment. The filter changes are not cheap. Also with the fees we pay for HOA being high, we will then have to pay twice if the rate is approved since the Associations will not be able to afford the community increase and will have to pass that expenst on to the member (being us).

This is not a good or reasonable rate increase.

A note to AZ Corporation Commission, please don't let this happen.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

29

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108761

Date: 2/25/2013

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

First:

Last:

Complaint By: Wayne

Lizotte

Account Name: Wayne Lizotte

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:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

This is a big financial impact on myself, my disability income is budgeted. I cannot afford another water/sewer increase. The water quality is nothing fabulous, many of us have to pay to have new water filters installed on our drinking water/R.O. equipment. The filter changes are not cheap. Also with the fees we pay for HOA being high, we will then have to pay twice if the rate is approved since the Associations will not be able to afford the community increase and will have to pass that expenst on to the member (being us).

This is not a good or reasonable rate increase.

A note to AZ Corporation Commission, please don't let this happen.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

30

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion

No. 2013 - 108762

Date: 2/25/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Richard & Judy

Androsky

Account Name:

Richard & Judy Androsky

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:

Contact Phone: (

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314

We love Maricopa because of its small town feel. We are seniors and live on a fixed income. With continual increase in Global Water, we may have to leave Maricopa. In my 68 yrs I have never paid this high of a water bill!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

....Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108762

31

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108763

Date: 2/25/2013

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

Complaint By: First: Peter & Johanna Last: McNeil

Account Name: Peter & Johanna McNeil

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

- 1) The rate application increase by Global Water is considered excessive.
 - 2) The improvement in new home construction numbers should provide Global Water with all the additional revenue it needs.
 - 3) The proposed rate increase will adversely offset Maricopa's growth (business & residential) & home values.
 - 4) The proposed rate increase would have a serious negative financial impact on existing business & homeowners (through water cost for home use and increased HOA assessment).
- *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108763

32

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: :

Fax: (

Priority: Respond Within Five Days

Opinion No. 2013 - 108764

Date: 2/25/2013

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

First:

Last:

Complaint By: Ronald J.

Hudson

Account Name: Ronald J. Hudson

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Number SW-20445A-12-0310

Why isn't sewer rate based on water consumption just like it is in 95% of the U.S.? Collecting a high monthly rate, even in months of moderate to low use, is punitive and difficult for fixed income families.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

....Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108764

33

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108765

Date: 2/25/2013

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

Complaint By: First: Ronald J. Last: Hudson

Account Name: Ronald J. Hudson

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:

Contact Phone: (6

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Number W-20446A-12-0314

Water rates were raised 18 months ago. Inflation has not been significant in the intervening time period. Why raise rates so soon? Consider giving Global a rate increase EQUAL to any increase in pay to its regular employees - NOT CEO or investors.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108765

34

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108766

Date: 2/25/2013

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

Complaint By: First: Mary Last: Joki

Account Name: Mary Joki

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

I am on a fixed income & rate increase will be a financial burden. This will also increase HOA fees to be which again will be a financial burden. Builders are again building in Maricopa, which should help Global grow. Current resident's should not have to pay more.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108766

35

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108767 Date: 2/25/2013

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

Complaint By: First: SLV Last: Sonoran Vista, LLC

Account Name: SLV Sonoran Vista, LLC Home: .

Street: Work: (000) 000-0000

City: Scottsdale CBR:

State: AZ Zip: 85251 is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

- 1 - We are extremely opposed to the rate increase.
 - 2 - It is too large and unjustified.
 - 3 - It will affect the Homeowners Association.
 - 4 - It will affect our ability to develop and sell homes.
 - 5 - Negatively affects the community and our ability to maintain aesthetically pleasing landscaping.
- *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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
End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108767

36

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108768

Date: 2/25/2013

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

First:

Last:

Complaint By: Barbara & Walter Romanchuk

Account Name: Barbara & Walter Romanchuk

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****Docket Numbers W-20446A-12-0314 ****

Water rate is already high. We are retired on SS income. % of increase is excessive, be fair leave basic rate alone, raise usage rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108768

37

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108769

Date: 2/25/2013

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

First:

Last:

Complaint By: Walter & Barbara Romanchuk

Account Name: Walter & Barbara Romanchuk

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR: n

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Palo Verde Utilities Company

Division: Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****DOCKET NO. SW-20445A-12-0310*****

Waste water rate is already high. We are retired on fixed income. Monthly bills already almost \$100 per month for less than average water use.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

....Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed:

Opinion No. 2013 - 108769

4

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108771 Date: 2/25/2013

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

Complaint By: First: Gary Last: Weisbrick

Account Name: Gary Weisbrick

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

The potential rate increase would result in a huge impact on the city of Maricopa's ability to attract and support a bright economic future. The financial impact to the many HOA's ability to provide attractive landscaping features would hinder development and results in a financial hardship to residents who already live here. We have a home in Tempe and are thinking of moving back there because of rising utilities rates and a fixed income.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108771

39

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108772

Date: 2/25/2013

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

First:

Last:

Complaint By: David & Geraldine Polak

Account Name: David & Geraldine Polak

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: E-Mail

Utility Company: Table Top Telephone Company, Inc.

Division: Telephone

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

Adding such a large expense to our water bill will put us as paying customers at a burden seeing as we are seniors on a very limited income. This will increase our water bill personally and our HOA fee almost out of reach. Our city is a growing city and this definitely will keep future families from considering buying in this very nice community if the utilities are priced beyond their reach. The builders are finally returning after the long recession & I think the added homes will give the water dept. all the extra reveue it needs!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108772

40

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108773

Date: 2/25/2013

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

First:

Last:

Complaint By: Sherry Anderson & Ti Bach

Account Name: Sherry Andersen / Tim Bach

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

I am very concerned with Global wanting to raise their fees AGAIN!! We already pay a base fee of \$95 - WITHOUT using a drop of water. Also the water is so bad here we can not drink it. I have to pay an additional \$25 a month to have drinking water. The water out here is also so full of sulfate I would be afraid to drink it. I water my plants with it, and some of them have salt build up around them. That is just scary. Something needs to be done about this company. NO MORE RATE INCREASES!!!! There are a lot of people moving OUT of Maricopa because the water is just getting to expensive to live here. I really feel Global is in business to make the rich man richer!! They also need to work on their customer service skills. Their empoloyees are very very rude!! I have not met a nice Global Water employee yet in the 5 years I have been out here. I know a lot of people that will be leaving Maricopa if Global gets to raise their rates again. Please help us out here!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

41

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108775

Date: 2/25/2013

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

Complaint By: First: Pamela Last: Pare

Account Name: Pamela Pare

Home:

Street: 4

Work: (000) 000-0000

City: Maricopa

CBR: t

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

As retirees, my husband and I are on a fixed income. A rate increase would certainly impact our finances. Financial impact on Association Assessments (an HOA member will not only have to pay more for their private lot water and sewer, but Associations will not be able to afford the community increase and will have to pass that expense on to the member, we will end up paying twice!)

A rate increase in Maricopa will be adversely affected in new home construction, re-sales and new business. That is one of the first questions asked by perspective homeowners. There will be no financial benefit to conserve water if the gallons per month is lessened to the point where no one can function within the lessened perimeters.

The economy is much stronger now than it was in 2008 when Global Water filed their first rate increase. The housing market is stronger, we have less foreclosed (empty) homes in Maricopa and the Builders are all actively building which is automatic increased revenue for GW.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

3

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108776

Date: 2/25/2013

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

First:

Last:

Complaint By: Julie-Ann

Johnson

Account Name: Julie-Ann Johnson

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:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****

Docket Numbers W-20446A-12-0314 and SW-20445A-12-0310

As a 9 year home owner of the City of Maricopa I DO NOT support a rate increase for Global Water. This will be the second increase in Maricopa in 5 years if approved by the ACC.

Global Water is a FOR PROFIT company they are requesting a rate increae to satisfy there investors - the quality of life for the small town of Maricopa has already suffered enough with high utility bills. I have 2 people in my home and our bill every month is already \$100, for water you cannot even drink. It taste terrible.

This increase will create an additional hardship for the entire City of Maricopa, not only for homeowners but it will snowball in additional increases with the already expensive HOA due's and continue on to a City Tax increase that the people of Maricopa will end of paying for.

I please to you as a loyal voter, a tax payer and for my family, enough is enough. Do not approva a rate increase on any level for Global Water.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

44

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108777

Date: 2/25/2013

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

First:

Last:

Complaint By: Stacy ..

Account Name: Stacy

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO RATE INCREASE*****DOCKET NO. W-01212A-12-0309*****

I have lived in the WestPark subdivision in Buckeye for 6 years. I continue to be disappointed in the water quality as it is not drinkable in its current state. All of our water used for drinking is purchased from a water store which further filters the water provided or from our small R/O filtering device. I am requesting that the quality of the water be improved so that the fluoride levels are decreased (below the point of altering dentition) and more palatable. The water provided in its current state is unacceptable. Please include these improvements in your planning.

Thank You

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

...Opinion noted and filed in Dockets Nos.

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

End of Comments

Date Completed: 2/25/2013

Opinion No. 2013 - 108777

15