

ORIGINAL

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



0000143132

Executive Director

ARIZONA CORPORATION COMMISSION

March 1, 2013

To: Docket Control

RE: Global Water-Santa Cruz Water 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 23 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  
*SM*

RECEIVED  
2013 MAR - 1 A 11: 01  
ARIZONA CORPORATION COMMISSION  
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:** (602) 974-2000

**Fax:** (602) 974-2000

**Priority:** Respond Within Five Days

**Opinion No.** 2013 - 108947

**Date:** 2/28/2013

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

**Complaint By:** **First:** Craig W. **Last:** Adams

**Account Name:** Craig W. Adams

**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\*\*\*\*\*

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

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 2 0/o 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 I 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:**

**Investigator's Comments and Disposition:**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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...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: 2/28/2013

Opinion No. 2013 - 108947

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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 - 108948

Date: 2/28/2013

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

First:

Last:

Complaint By: John & Barbara Maxwell

Account Name: John & Barbara Maxwell

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 CASE\*\*\*\*\*

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

February 20, 2013

Arizona Corporation Commission

Consumer Services Section

1200 W. Washington Street

Phoenix, AZ 85007

Dear Commission,

I am writing in regard to the outrageous Global Water Rate Application Increase proposed by Global Water of Maricopa,AZ.

There are five reasons why this enormous increase is unfair. The reasons are: financial impact on me individually, financial impact on my HOA assessment,negative impact on growth in Maricopa, impact on water conservation, and the fact that Global Water should lower its rates as it gets more customers.

I will be forced to pay a huge amount more personally for my water. I try very hard to conserve water and pay \$96 a month at this time for minimum water usage. My last bill was for usage of 2799 gallons of water,yet my bill

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

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was almost \$100.

My HOA assessment will go up. This year I was already forced to pay 20% more HOA assessments. If Global Water gets its proposed increase, my HOA fees will go up yet again. I am considering selling my house now because I can't afford such large assessments. Almost certainly, the proposed increase will force many to abandon their homes. We moved from Casa Grande where our water bill was 1/3 of the amount we are paying in Maricopa. BIG MISTAKE!!!!

The ability of Maricopa to attract new homeowners and businesses will be negatively impacted. No one will want to move to Maricopa and pay such exorbitant water and sewer bills when they can locate elsewhere and pay less. Maricopa has enough trouble attracting businesses now. I can't imagine why any business would consider locating here with this impending increase.

I am concerned about Global Water's wish to lower the minimum amount of water one can use before a person gets a conservation rebate. If Global Water lowers this water consumption rebate level too low, no one will qualify for a rebate. I have always qualified at the 7000 gallon level but am concerned if this amount keeps lowering. Only two people live in our home. How will a family ever be able to qualify?

I do not understand Global Water's need to receive their proposed increase at this time. Maricopa is now growing and beginning to get more homeowners. There are less foreclosed (empty) homes in Maricopa and homebuilders are building more homes. This increase in population means more customers for Global Water. The growing customer base should bring water rates down not raise water rates. If Global Water receives their huge increase, no one will move to Maricopa and home builders will not build in Maricopa. This action will mean the end of Maricopa.

Why do the greedy Global Water investors think they should get such huge rates of return on their investment? In today's environment, these rates of return are unheard of. Global Water is a monopoly and is able to charge anything they want. Global Water needs to be regulated so they cannot raise their rates whenever their greedy investors feel like doing so.

Please check into Global Water's rate application carefully and do not allow them to carry out such greedy and outrageous behaviors. Maricopa cannot withstand such increases in water and sewer rates and remain a community that attracts homeowners and businesses.

Sincerely,

John A. and Barbara A. Maxwell

Maricopa, AZ 85138

\*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: 2/28/2013**

**Opinion No. 2013 - 108948**

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 - 108949

Date: 2/28/2013

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

First:

Last:

Complaint By: Stephen W. & Carol J. Steinke

Account Name: Stephen W. & Carol J. Steinke

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\*\*\*\*\*

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

Stephen W. & Carol J. Steinke

02/22/13

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

Re: docket #4 SW-20446A-12-0314 & SW-20446A12-0310

Commissioners:

Recently Global Water sent us a notice that they were asking for rate increases. It seems that only a couple of years ago they requested higher rates and were granted higher rates, but not as high as they requested. We would suggest that they be refused any rate increase but be required to streamline their operations to reduce costs.

Over the last 12 months, we have paid \$1096.39 for water and \$432.36 for sewer to Global Water. The current rate for sewer appears to be \$63.03 per month for us but the water charges change monthly based on usage. My Wife and I are both retired and living on a relatively fixed income and increases, such as Global Water is asking for, will produce difficulties in trying to maintain a reasonable life.

**ARIZONA CORPORATION COMMISSION**  
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Also, if the changes are allowed, our HOA estimates costs will be doubled for them (they use a lot of reclaimed water) and that cost will likely be forwarded to homeowners, so we will be hit twice for the rate increases.

Another point that should be mentioned is that this increase could have a very detrimental effect on the housing industry, especially in high retirement population areas such as Maricopa. Since the economy is improving and homebuilding and resales are improving, Global Water should see an increase in revenues through growth.

One other thing we would like to question is why Global Water dumps reclaimed water in the Santa Rosa Wash? It would seem that if they reduced their price for unclaimed water it would more likely be purchased thus eliminating the need to dump it.

We would ask that you do not approve any increase in water or sewer rates for Global Water's latest request. To do so would in our opinion (and many others) be disastrous to both the economy of Maricopa and to many individuals.

Steve and Carol Steinke  
\*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: 2/28/2013**

**Opinion No. 2013 - 108949**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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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: 2/28/2013

Opinion No. 2013 - 108950

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**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: 2/28/2013**

**Opinion No. 2013 - 108951**

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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 - 108952

Date: 2/28/2013

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

Complaint By: First: Donald & Patricia Last: Smith

Account Name: Donald & Patricia Smith

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\*\*\*\*\*

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

COMMENTS:

After reviewing Global Water's request and doing the math our water bill will increase by approximately 26%, from \$97.23 to \$122.51 per month or \$25.28. I can imagine that it one of the highest rate in the State if not the highest. Not only is our current bill high the additional 26% increase will make it outrageous. Their argument is the additional funding is needed due infrastructure. What infrastructure? Is not true that infrastructure is provided by the builders which are in most cases already in place. Already the city of Maricopa, AZ has a reputation of having the highest water cost/bills in the area. This can only have a negative effect on new house construction, resale homes and attracting new businesses. We are retired and on a fixed income but with this rate increase we will have to give a lot of thought to whether we want to stay in Maricopa or move. Another consideration is the cost the various HOA's. Those additional costs to the associations' rates, in most instances, will not be or cannot be absorbed by the associations and will be passed on to the individual home owner as an increase to their HOA fees. In other words it will result in a second rate increase to Global Water.

Global Water is asking the water conservation gallons per month benefit rebate be lessened. If this takes place it will no longer be benefit to conserve water. This can only have a negative impact on water usage.

In 2008 when Global Water filed their first extremely high rate increase the economy was in dire straights. Unemployment was high, home foreclosures and short sale were at an all-time record high, new home starts were almost nonexistent, very rough times. Now things have changed the economy is on the rebound, there are less foreclosed or short sale homes and new home sales are increasing which all of this will result in automatic revenue increase for Global Water without having to increase their rate to all time ridiculous rate. I believe that a

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

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company such as Global Water has a right to make a profit but this has gone to the extreme, to greed.  
\*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: 2/28/2013**

**Opinion No. 2013 - 108952**

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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 - 108784 Date: 2/25/2013**

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

**Complaint By:** **First:** Douglas & Sandra **Last:** Burgherdt

**Account Name:** Douglas & Sandra Burgherdt **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 Numbers W-20446A-12-0314 and SW-20445A-12-0310

- Financial impact on me is too excessive. Currently struggle to cover present cost of water. There is no Global Water evidence that supports increase in rates, other than to make more of a profit quickly.
  - Belong to an HOA which is struggling to make ends meet. Cannot afford increase. HOA will have to pass extra cost onto me causing me to have to pay increase twice.
  - The economy is much stronger now than it was in 2008 when Global Water filed their first ridiculous 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.
  - Maricopa will be adversely affected in new home construction, re-sales, and new business due to excessive water rates if increase is approved..
  - There is 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
- \*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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...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 - 108784**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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...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 - 108785**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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...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 - 108787

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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 - 108788

Date: 2/25/2013

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

Complaint By: First: Donna Last: Hopkins

Account Name: Donna Hopkins

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

- Financial impact on me is too excessive. Currently struggle to cover present cost of water. There is no Global Water evidence that supports increase in rates, other than to make more of a profit quickly.

- Belong to an HOA which is struggling to make ends meet. Cannot afford increase. HOA will have to pass extra cost onto me causing me to have to pay increase twice.

-The economy is much stronger now than it was in 2008 when Global Water filed their first ridiculous 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.

- Maricopa will be adversely affected in new home construction, re-sales, and new business due to excessive water rates if increase is approved..

- There is 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

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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....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 · 108788

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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 - 108789      Date: 2/25/2013

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

Complaint By:      First: Donna G.      Last: Carriero

Account Name: Donna G. Carriero      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 will be a hardship for myself and many others. I am single, live alone, take 1 shower per day; 2 tubs laundry per week, 2 dishwasher loads per week and have no grass. My monthly bills are the same as much larger families! I will have to move to new locality if this hoes thru!!!!

- 1 - Financial impact on individual property owner(s) relating to this proposed very large percentage cost increase. This percentage increase is substantially above the national cost of living increase.
- 2 - 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: all HOA members end up paying twice!!
- 3 - A very high probability that growth in Maricopa will be adversely affected in new home construction, re-sales, as well as new businesses being attracted to our Maricopa area.
- 4 - No financial benefit to conserve water if gallons per month are lessened to the point where no one can function within the lessened perimeters as outlined within this proposed rate increase.
- 5 - Our local economy is much stronger now than it was in 2008 when Global Water filed their first substantial unprecedented (ridiculous) 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 Global Water.
- 7 - Finally, a complete financial review needs to be made of their operating expenses for the utility, and the long term debt position of the utility to substantiate any future rate increase, since much of the infrastructure has been

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

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and is provided by the Development.

P.S. Your 1st increase went into effect th week I closed on t his property unknown to me. I would not have purchased in t his community if I had been aware of increase.

- There is 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

\*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 - 108789**

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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 - 108779

Date: 2/25/2013

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

Complaint By: First: Esther Last: Carrarini

Account Name: Esther Carrarini

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 proposed rate increase is outrageous and greedy. Being on a fixed income, getting a minimal increase yearly, I cannot compete with the increase in everyday living expenses. At the end of the month, I am in the red.

An increase does nothing to promote Maricopa as the place to bring business or as a place to live. You are discouraging development in this city and encouraging an exodus. This city has been severely impacted during this recession with an inordinate number of foreclosures. Global Water has an opportunity to have a positive impact on the recovery of this city by maintaining their current cost structure.

The request to increase the cost of reclaimed water to the HOA will certainly be passed on to the homeowner, in addition to the rate increase you are proposing to the homeowner which will result in the homeowner being double dipped. How can the ACC justify this for a utility which is a monopoly. We have no choice, but to deal with these people, we are trapped and our only recourse is through you.

I sincerely hope that this statement is considered and not just discarded.

Esther Carrarini

Maricopa, Az.  
\*End of Complaint\*

Utilities' Response:

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

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**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 - 108779**

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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 - 108780      Date: 2/25/2013

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

First:      Last:

Complaint By:      Jerrold R. Nordquist / Brown

Account Name:      Jerrold R. Nordquist / Sharon K. Brown      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\*\*\*\*\*

February 18,2013

To: Arizona Corporation Commission- Public Comment Form

Re:Rate Application

Docket Number (W-20446A-12-0314 & SW-20445A-12-0310)

Global Water- Santa Cruz Water Company/Pal Verde Utilities Company

Listed below are my comments relating to the above Rate Application, Docket Numbers, and Case/Utility Name for the Global Water- Santa Cruz Water proposed water rate increase.

1. Financial impact on the individual property owner(s) relating to this proposed very large percentage cost increase. This percentage increase is substantially above the national cost of living increase.
2. 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; all HOA members end up paying twice!).
3. A very high probability that growth in Maricopa will be adversely affected in new home construction, re-sales, as well as new businesses being attracted to our Maricopa area.
4. No financial benefit to conserve water if gallons per month are lessened to the point where no one can function within the lessened perimeters as outlined within this proposed rate increase.
5. Our local economy is much stronger now than it was in 2008 when Global Water filed their first substantial unprecedented (ridiculous) rate increase. The housing market is stronger, we have less foreclosed (empty)

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

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homes in Maricopa and the Builders are once again beginning building which is an automatic increased revenue for Global Water.

6. Finally, a complete financial review needs to be made of their operating expenses for the utility, and the long term debt position of the utility to substantiate any future rate increase, since much of the infrastructure has been and is provided by the Development.

Respectfully Submitted:.

Property Owner  
\*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 - 108780

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

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Chandler ---- \$47  
Gilbert ----- \$54  
Tempe----- \$59  
Mesa----- \$70 for Maricopa the average is \$95+ and usage <12,000 gallons  
Peoria----- \$71  
Scottsdale---- \$77  
Glendale ----- \$81  
Goodyear---- \$97

Thank You for your kind attention Harry N. Dieffenbach  
\*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 - 108781**

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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 - 108782

Date: 2/25/2013

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

Complaint By: First: Susan Last: Johnson

Account Name: Susan 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

- Financial impact is too stressful at this time of economic recovery for my individual home. This water is twice as expensive as what I paid in Scottsdale, (which also included sewer and trash)
- Financial impact on Association Assessments (I not only have to pay for this already too expensive water for my home, but I will also have to pay more for my community HOA water. )
- The probability that growth in Maricopa will be adversely affected in new home construction, re-sales, and new business. Had I known how much utilities cost in Maricopa I never would have left Scottsdale! I hear so many people say the same thing.
- There is absolutely 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 ridiculous 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.
- There are more people paying into the water system now since because the market has picked up.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

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...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 - 108782**

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**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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...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 - 108783**

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

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\*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 - 108778**

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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 - 108735

Date: 2/22/2013

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

First:

Last:

Complaint By: Lowell and Lourdes Samples

Account Name: Lowell and Lourdes Samples

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

Global Water Corporation's position in Maricopa, a city whose growth has resumed, promises them increased revenue for the future. We obviously benefit from the company's past investment in our water, irrigation and sewer facilities. Any company expects a return on its investment, but GW's rate increase requests in 2009 and this year far exceed an appropriate return for a public utility.

Most Maricopa residents have modest incomes and can little afford higher water and sewer rates. Most of us also live in subdivision and pay HOA fees. So it is equally harmful for our HOA's to face high increases for reclaimed water.

My wife and I currently pay \$97.49 per month for water and sewer service. No children live in our home. There is no swimming pool. We have no drip irrigation system. We seldom water our desert plants. Yet we pay \$97.49 after the Arizona Corporation Commission limited the 2009 rate increase.

At this point, we believe all of the increases that Global water is requesting, from sewer to reclaimed water, will cause harm to the City of Maricopa. GW merits increases that are no higher than our national inflation rate, currently less than two percent per year for urban consumers.

Lowell and Lourdes Samples  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

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...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 - 108735**

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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 - 108674

Date: 2/22/2013

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

Complaint By: First: Larry Last: Milne

Account Name: Larry Milne

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 NO. W-20446A-12-0314\*\*\*\*\*

From: Larry Milne [mailto:  
Sent: Thursday, February 21, 2013 7:09 AM  
To: Utilities Div - Mailbox; Hearings Division  
Cc: 'Larry Milne'  
Subject: Global Water rate increase (Maricopa)

Good morning;

After reading an article concerning the rate increase that Global Water is requesting from the AZCC I am compelled to write this email. If it does not reach the party for which it is intended, will you please forward it to the appropriate address?

It is with great concern, that I, a Maricopa resident appeal to you to PLEASE consider the severe impact to the residents of Maricopa relating to the gross increase that Global Water is requesting from you. It is absolutely all we can take that at each turn there is an appeal for our hard earned dollars, either from federal, state or municipal governments, not to mention the private sector, in this case Global Water.

Having moved to Maricopa 1 year ago, in an attempt to prepare for retirement, we sold our home in Gilbert and downsized to a house half the size we lived in, we paid cash for our home and hoped that our utility costs would be significantly reduced due to the downsizing. Imagine our utter surprise when we learned that our utilities on our smaller home are MORE than what we paid for our larger home in Gilbert.

Please understand, I am fully aware of the need of business to make a profit. Having been a corporate executive in a fortune 500 company prior to the economic collapse, we were REQUIRED to create a budget, manage to that budget and make necessary adjustments IMMEDIATELY if we were seeing trending to not meet our budget. I realize that is a foreign concept to most, but one in which we learned and lived by in business and have done

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

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as well in our personal lives. We too, were struck hard, in the collapse of the economy. We both lost our jobs, my husband was diagnosed with cancer and we are now living on a fraction of what we anticipated we would have for retirement, and that was with serious planning and saving.

So imagine our gross disappointment and frustration, like many, when we see corporations and governments be applauded and rewarded for mismanaging their business and funds to which they are to be entrusted with.

It is absolutely ABSURD, that you would consider such an enormous rate hike by a single utility provider. For example, SRP just did a rate hike of 3.9%, Global wants 50% and 25% respectively, REALLY? Please, please, please tell us that you are not seriously considering such a ridiculous request?

Maricopa, as you know, took probably the most severe brunt of the economic downturn. Now, with more and more retired people moving to Maricopa, paying cash for the home (a plus for the area and the economic picture) and families coming here for affordable housing (with prices on a sharp increase in the real estate market), it should be reasonable to assume that the utility companies are now receiving more monthly revenue than when the homes were vacant and utilities were turned off. It seems as though, those of us who have moved here are now going to "pay the price" for investing in what should be a fabulous community, to which I cannot wrap my head around.

If in fact, you are going to consider this outrageous request, I would ask that you please respond to this email and give me at least a two sentence reason as to why you would. I believe we are hoping that, unlike Washington, there are not back door deals and corruption in this consideration. Please at least respond and give me that assurance.

I am confident that you will be overwhelmed with citizens just like me who are concerned that if Global Water is successful in this attempt, on top of the increase that they received in 2010 (yes, just less than 3 short years ago) then we can assume we will see that they will be allowed to continue to appeal for more money on a regular basis. Please know, at some point, it will be more affordable to move back to a municipality that has reasonable utility rates.

I appreciate your time in reading my concerns and ask that you PLEASE consider that people in Maricopa are trying to do what they can to make this community a wonderful, thriving community, but we all have our limits.

Thank you.

Lauri Milne

Maricopa, AZ 85138

\*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 - 108674**

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**

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**Investigator:** Richard Martinez      **Phone:**      **Fax:**

**Priority:** Respond Within Five Days

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**Opinion**      **No. 2013 - 108797**      **Date:** 2/25/2013

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

**Complaint By:**      **First:** Linda      **Last:** Somo

**Account Name:** Linda Somo      **Home:** (000) 000-0000

**Street:**      **Work:**

**City:** Maricopa      **CBR:**

**State:** AZ      **Zip:** 85138      **is:** E-Mail

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

**Division:** Water

**Contact Name:**      **Contact Phone:**

**Nature of Complaint:**

Docket 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

We are writing to urge you to not raise the rates for Global Water for the city of Maricopa. As a home owner in Province, the rate increase would be a double whammy for those of us who are on a fixed income. Not only would we pay for the increase in the cost of our personal use of water, but our HOA fees would also be drastically increased to maintain the common areas. The increases being proposed by Global are exorbitant and totally unnecessary. Moreover, Maricopa is starting to come back from a recession that threatened to destroy our town. Such huge increases in our water rates would be a great detriment to the recovery that we are experiencing.

Please consider the needs of the citizens of Maricopa and vote against the proposed rate increases, SW-20445A-12-0310 & W-20446A-12-0314. Your NO vote would be greatly appreciated by all of us.

Sincerely,  
Linda & Gary Somo

Linda Somo

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

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2/25

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

\*End of Comments\*

**Date Completed: 2/25/2013**

**Opinion No. 2013 - 108797**

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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:** Richard Martinez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2013 - 108801**

**Date:** 2/25/2013

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

**Complaint By:** **Tom & Arlene** **Murphy**

**Account Name:** Tom & Arlene Murphy

**Home:** (000) 000-0000

**Street:**

**Work:**

**City:** Maricopa

**CBR:**

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

**is:** E-Mail

**Utility Company:** Global Water-Palo Verde Utilities Company

**Division:** Sewer

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

Docket 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

Arizona Corporation Commission  
Reference Dockets SW-20445a-12-0310 and W-20446A-12-0314

2/23/2013

To Whom it May Concern,

Our HOA has advised us (Province in Maricopa, Arizona) that Global Water/Palo Verde Utilities would like to raise our sewage service charge from \$62.91 to \$78.82 per month ( which is a 25.59% increase) and our potable and reclaimed water base rate from \$27.68 to \$34.00 per month (which is a 22.83%).

Our HOA in which we are members of will pay substantially more for the usage its water (reclaimed and or well water). The proposed increase for reclaimed water (irrigation) would rise from \$0.57 per thousand gallons to \$1.00 per thousand. Our housing development has 55 acres of grass that they water. If you allow this rate increase we as home owners will pay twice because not only will our water rates go up, but so will our HOA dues.

Global Water received a very generous rate increase in 2008 where our sewage charges nearly doubled.

My wife and I our senior citizens (65 +) on a fixed income so we feel that any type of a double digit increase in our water or sewage bill is wrong. We realize that Global Water/Palo Verde Utilities has a duty to it's share holders to try and make a profit for them, but an on average increase of 25% is unfair and unheard of.

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

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When Global Water/Palo Verde Utilities come before you to ask for this outrageous rate increase, we ask you think about what this will do to us seniors (like us on fixed incomes) before you grant them this increase.

Respectfully,

Tom and Arlene Murphy

Maricopa, Arizona 85138-3185

e-mail [murffam2@msn.com](mailto:murffam2@msn.com)

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

2/25

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

\*End of Comments\*

**Date Completed: 2/25/2013**

**Opinion No. 2013 - 108801**

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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:** Richard Martinez      **Phone:**      **Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No. 2013 - 108820**      **Date:** 2/25/2013

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

**Complaint By:**      **First:**      **Last:**  
Barbara      Markowski

**Account Name:**      Barbara Markowski      **Home:**  
**Street:**           **Work:**  
**City:**      Maricopa      **CBR:** I  
**State:**      AZ      **Zip:** 85138      **is:** E-Mail

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

**Division:**      Water

**Contact Name:**      **Contact Phone:**

**Nature of Complaint:**

Docket 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

Attached are my comment forms re: Global Water Rate Increase Application

Please disallow either of these requests; passing would cause many of us on limited incomes financial problems.

Yours Truly,  
Barbara Markowski

Re: Water rate increase.

What Global Water is asking for is way too much. It will not only cause a hardship to individual homeowners, out collectively as most of us also pay HOA fees which will need to increase. Already there is evidence of increased home building in Maricopa - this could again decline in extraordinary water rates are implemented. The new homes plus the now occupied /previously foreclosed homes should already be providing more revenue to Global.

Re: Sewer rates

Our present sewer rate seems inordinately high! The services & infrastructure should have been built for a future, which came to a huge stop with the housing / economical situation starting around 2008. Now many of those foreclosed homes are occupied, new homes are being built. As more people move here & are paying the sewer rates, they should be able to lessen, not go up, or at least be sustainable.

\*End of Complaint\*

**Utilities' Response:**

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

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**Investigator's Comments and Disposition:**

2/25

Emailed to the Phoenix office for docketing.

FILE CLOSED.

\*End of Comments\*

**Date Completed: 2/25/2013**

**Opinion No. 2013 - 108820**

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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: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108835

Date: 2/26/2013

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

Complaint By: First: Lois & Gary Last: Crotty

Account Name: Lois & Gary Crotty

Home: (000) 000-0000

Street: email address

Work:

City: Maricopa

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company: Global Water-Palo Verde Utilities Company

Division: Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Docket 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

Subject: Global Water Proposed Rate Hike Doc #'s SW-20445A-12-0310 W-20446A-12-0314

We, both my wife and I, feel this is an outrageous proposed increase. This rate increase if allowed, will only benefit Global. The citizens of Maricopa who live in an HOA communities in Maricopa will get hit twice, once by Global water and the second by HOA increase fees.

Global Water sent out information on this to the residents of Province, however, they failed to mention that the water fees also impacted the Province Community Association. This is not right since they failed to mention that the residents of Province would be taxed a second time by their own HOA because the HOA water rates will also increase.

Finally, If these rates are increased, it is my opinion that as a resident of Maricopa, we will be paying the highest water rates in the country. My wife and I have lived in New York, Pennsylvania, Florida, and Arizona. The water rates are at least double those in Peoria now, but with this increase the end result will be triple. My children live in Indiana and New York where they pay rates comparable to Peoria or less. Increases like these will only cause this community to experience lower population growth along with people relocating to different parts of the state an country.

Sincerely yours,  
Lois and Gary Crotty  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Investigator's Comments and Disposition:**

2/26

Emailed to the Phoenix office for docketing.

FILE CLOSED.

\*End of Comments\*

**Date Completed:** 2/26/2013

**Opinion No.** 2013 - 108835

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