

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



0000145095

Executive Director

**ARIZONA CORPORATION COMMISSION**

May 23, 2013

To: Docket Control

RE: Global Water-Santa Cruz Water Company  
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 25 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

RECEIVED  
2013 MAY 23 P 2:01  
AZ CORP COMMISSION  
DOCKET CONTROL

Arizona Corporation Commission  
**DOCKETED**  
MAY 28 2013

DOCKETED BY A rectangular stamp with the text "DOCKETED BY" followed by a handwritten signature.

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:** Tom Davis

**Priority:** Respond Within Five Days

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**Opinion No. 2013 - 110757** **Date: 5/22/2013**

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

**Complaint By:** **First:** Mike **Last:** Miller

**Account Name:** Mike Miller

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

**City:** Zenda **CBR:**

**State:** WI **Zip:** 53195 **is:**

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

**Division:** Water

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

**Nature of Complaint:**

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

Would like a seasonal rate for snowbirds.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed:** 5/22/2013

**Opinion No. 2013 - 110757**

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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: Tom Davis

Phone

Fax

Priority: Respond Within Five Days

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Opinion No. 2013 - 110758

Date: 5/22/2013

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

First:

Last:

Complaint By: James A.

Hamer

Account Name: James A. Hamer

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: WI Zip: 85375

is:

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Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name: i c

Nature of Complaint:

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

To whom it may concern: I being a property owner am very concerned about raising the water rates at this time. The people living in these communities are having a real hard time making ends meet and then to have this added on is not fair. This whole thing has the appearance of nothing more than greed. With the economy being depressed and no jobs to be had, I recommend that this request be totally denied at this time.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110758

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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

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Investigator: Tom Davis

Priority: Respond Within Five Days

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Opinion No. 2013 - 110760 Date: 5/22/2013

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

Complaint By: First: Patricia A. Last: McKee

Account Name:

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85238 is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

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

I do not understand why Global needs more money. I have been here a year & when I got my first water bill, I nearly "died". The most I have spent in all my years has been \$70.00 & that included trash. As you walk around the community & talk to people that are also enraged at the cost of water. There are vacant homes in this area and I have to think keeping up with the water may be one of the reasons. I know it is a hardship for me but really have no where else to go at this point.

Thank you  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed:

Opinion No. 2013 - 110760

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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

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Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2013 - 110756

Date: 5/22/2013

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

Complaint By: First: Linoa Last: Vincent

Account Name: Linoa Vincent Home: 2

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: i Contact Phone: (

Nature of Complaint:

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

I am against the water increase, as this causes a financial burden on me personally, and as it will with a lot of senior citizens such as myself. You are asking for an extreme increase in rates.

Linda R Vincent  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110756

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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

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Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2013 - 110755

Date: 5/22/2013

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

Complaint By: First: Manuel F. Last: DaSilva

Account Name: Manuel F. DaSilva

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

I am opposed !!!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110755

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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

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Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2013 - 110754

Date: 5/22/2013

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

Complaint By: First: Harold R. Last: Humphreys

Account Name: Harold R. Humphreys

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

The % rate increase Global is asking for is outrageous. I pay \$115 per month year around for my electric bill. I don't believe the amount they are asking is reasonable. I'm retired and if they get what they are asking for we may have to move to a city where the city operates the utilities so we can afford to live on our income.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110754

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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

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Investigator: Tom Davis

Phone:

Fax: , ,

Priority: Respond Within Five Days

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Opinion No. 2013 - 110753

Date: 5/22/2013

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

Complaint By: First: Richard & Sharon Last: Hynos

Account Name: Richard & Sharon Hynos

Home

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

Being on disability and living on a fixed income is difficult enough without the price of a rate increase!  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110753

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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

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Investigator: Tom Davis

Phone:

Fax: (000) 000-0000

Priority: Respond Within Five Days

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Opinion No. 2013 - 110749

Date: 5/22/2013

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

Complaint By: First: Deborah Last: Taylor

Account Name: Home: 7

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85139 is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

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

Trates are already high. Tenants & owners are already struggling with our utility costs in Maricopa. Please do not allow the increase.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110749

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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

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Investigator: Tom Davis

Phone:

E

Priority: Respond Within Five Days

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Opinion No. 2013 - 110748

Date: 5/22/2013

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

First:

Last:

Complaint By: David R

Martinez Ortiz

Account Name: David R Martinez Ortiz

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85139

is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

This rate hike will cause a financial burden on my family, not only will my HOA fee's go up 25%, but my personal homes water bill will also go up over 27% - This is financially going to cause us a huge burden!

Pls do not let this huge rate get approved ! Thank you!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110748

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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**

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Investigator: Tom Davis

Phon

Fax

Priority: Respond Within Five Days

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Opinion No. 2013 - 110747

Date: 5/22/2013

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

Complaint By: First: Lisa A. Last: Kuras

Account Name: Lisa A. Kuras

Home

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85139

is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

We pay so much more here in Maricopa on all of our utilities compared to Phoenix. No wonder people don't stay, it's a great community but expensive to survive. My household consists of only Myself and my daughter and my water bill has always been over \$95.00 dollars a month. We can't afford anymore ! Please Stop this increase !!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110747

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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

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Investigator: Tom Davis

Phone: ( )

Fax: ( )

Priority: Respond Within Five Days

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Opinion No. 2013 - 110746

Date: 5/22/2013

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

Complaint By: First: Perry Last: McKenzie

Account Name: Perry McKenzie

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85139

is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone: ( )

Nature of Complaint:

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

This being a vacation home, we disconnect the water service when we are not here. When we reconnect, we are charged back over \$90.00 for each month we are not here. This is outrageous !!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110746

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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**

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**Investigator:** Tom Davis

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2013 - 110745

**Date:** 5/22/2013

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

**First:**

**Last:**

**Complaint By:** Warren & Jane Heidenreich

**Account Name:** Warren & Jane Heidenreich

**Home:**

**Street:**

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

**City:** Maricopa

**CBR:**

**State:** AZ Zip: 85139

**is:**

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

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

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

Sirs,

I am very opposed to the huge rate increase proposed by Global Water. This will result in a 20% increase to my water/sewer monthly bill and it would make Global Water's Maricopa rates the highest in the valley. I don't mind a (small) increase if their expenses go up, but to increase their rate of return on investment at the expense of water users is wrong.

Thank you for listening,  
Warren Heidenreich  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

5/22/13 Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

**Date Completed:** 5/22/2013

**Opinion No.** 2013 - 110745

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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: Tom Davis

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 110743

Date: 5/22/2013

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

First:

Last:

Complaint By: David

Bressler

Account Name: David Bressler

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85139

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

My water and trash disposal bill at my residence in Ahwatlikee (85044) was \$68 for February, 2013. My Global water bill alone at (85138) was \$100, and my wife and I weren't even living there in February, 2013. Global Water's rate policy is already brutally exploitive. Their request to increase rates are unreasonable and self-aggrandizing.

They should conduct their business of providing water to Maricopa residents as a public utility company, rather than as a greedy, unethical private corporation.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110743

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:** Tom Davis

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2013 - 110742

**Date:** 5/22/2013

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

**Complaint By:** **First:** John **Last:** Sutherland

**Account Name:** John Sutherland

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

**Street:**

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

**City:** Maricopa

**CBR:**

**State:** AZ **Zip:** 85139

**is:**

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

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

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

We cannot afford the rates now, pls do not increase them. I have so many friends that have left Copa because of the highest utilities in the area.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed:** 5/22/2013

**Opinion No.** 2013 - 110742

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: Tom Davis

Pho:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2013 - 110752

Date: 5/22/2013

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

First:

Last:

Complaint By: Beverly

McCowan

Account Name: Beverly McCowan

Home: ( )

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone: ( )

Nature of Complaint:

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

Water is already too expensive for quality. We have softeners and de-salter so we can get by, but at added expense. Bad time for a rise in cost.

Beverly B. Mc Cowan

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110752

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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

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Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2013 - 110770

Date: 5/22/2013

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

Complaint By: First: William Last: King

Account Name: William King

Home

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85238

is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

I feel the cost of this service is already out of line, lived in Mesa for many years before living in Maricopa, my water bill in Mesa was about equal to what it is now except it also included gas, trash and water, redicles what it cost for just the water out in Maricopa already

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110770

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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

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Investigator: Tom Davis

Phone

Fax:

Priority: Respond Within Five Days

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Opinion No. 2013 - 110768

Date: 5/22/2013

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

First:

Last:

Complaint By: Scott

Stice

Account Name: Scott Stice

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85238

is:

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Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

I am opposed to a rate increase. The water here in Maricopa is higher than anywhere I have lived. The current rates are hindering home sales and friends have moved back to phoenix area. When factoring in the water and power rates in Maricopa it's cheaper to have a higher mortgage somewhere else, these companies are slowly strangling this town. Thanks for your time.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110768

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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: Tom Davis

Phone: ( )

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 110767

Date: 5/22/2013

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

First:

Last:

Complaint By: Nanette

Bailey

Account Name: Nanette Bailey

Home: ( )

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85238

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

they already raised our rate considerably a couple years ago. We already pay more than residents in other counties. Why aren't you looking at how Global Water is managing their finances? Why do they need so much more after already receiving more (higher rates) than anywhere else in AZ? Why are we the answer to their mis management?

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110767

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: Tom Davis

Phone

Fax:

Priority: Respond Within Five Days

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Opinion No. 2013 - 110766

Date: 5/22/2013

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

First:

Last:

Complaint By: Sherlyn

Dean

Account Name: Sherlyn Dean

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85238

is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

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

As a recent widow I will simply have to let the front yard die off. I can't afford it now. We should be billed base services by not paying the same as a family of 5. My bill is \$30.00 less per month than thiers. This is wrong.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110766

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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

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Investigator: Tom Davis

Phone:

Fax: (

Priority: Respond Within Five Days

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Opinion No. 2013 - 110765

Date: 5/22/2013

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

Complaint By: First: Steven Last: Gendur

Account Name: Steven Gendur

Home: (

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85238

is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

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

Hello !

My name is Steven Gendur I'm a resident of Glennwilde groves community. I'm retired and I have only a fix income (SS.) to live on. I'm definitely against the rate increase from Global water and Palo Verde utilities. Our water and sewer bill is all ready one of the highest of the region. The utilities company's have a monopoly in the area because we don't have an other Co. to choose from. Both company operating with profit and they will recover they investment but not as fast what they plan to. Don't let the utilities Company put more people in the poor house because they can't pay the bill.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110765

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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

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Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2013 - 110764

Date: 5/22/2013

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

First:

Last:

Complaint By: Archie R

Boyd

Account Name: Archie R Boyd

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85238

is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

I purchased my home here in Maricopa to care for my elderly Mother. We are already "just getting by", maintaining a moderate lifestyle with medical bills and care increasing. We have found since living here that Global Water cost us a "minimum" of \$100.00 to \$125.00 even when we use just a bare amount of water. We can no longer afford to water our lawn in the back or the surrounding foliage. We should not be held responsible for debts that we did not create. If there were any other water and sewage company that could compete with the already exorbitant rate we would definitely want to change. \$100.00 a month just for privilege of saying we have water is wrong.

Archie R Boyd

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed:

Opinion No. 2013 - 110764

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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

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Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2013 - 110762

Date: 5/22/2013

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

First:

Last:

Complaint By: Debra

Koontz

Account Name: Debra Koontz

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85238

is:

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Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

This is a financial burden on myself and on the city. I moved here from Casa Grande where my water bill was approximately \$34 per month. I even watered my lawn! Your prices here are outrageous !! You should be ashamed.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110762

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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: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 110761

Date: 5/22/2013

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

Complaint By: First: Michael J. Last: Malo

Account Name: Michael J. Malo

Home

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85238

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

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

I totally oppose any rate increase for the following reasons.

When I lost ten's of thousands of dollars due to bad investments, I did not have the option of passing that loss onto my customers. Why should they?

The water quality may meet state standards but tell me why, many of the residents within Maricopa have gone to the expense of having water softeners installed or purchase only bottled water to drink?

It would appear we are a captive populace and the ACC is our last line of defense.

Respectfully, Michael J. Malo

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

5/22/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

Date Completed: 5/22/2013

Opinion No. 2013 - 110761





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

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that are causing their "financial duress." To give in now (like you did 4 years ago with the promise that "this will do it") would be like giving the alcoholic one last drink, the drug addict one last hit, or the shopaholic one more credit card... all it does is mask the underlying problem and prolong the inevitable reckoning.

If Global Water is not getting an adequate return, it is because of poor management, NOT because the rates are too low (they are already the highest out there). A private company (with actual competition) would be forced to become more efficient to make more money... this should be no different.

We trust you will do the right thing for the people you represent.

Sincerely,

Mark and Faye Blaubach  
Maricopa, AZ  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

5/22/13 Comments noted for the record and docketed. CLOSED.  
\*End of Comments\*

**Date Completed: 5/22/2013**

**Opinion No. 2013 - 110777**

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