



City of Maricopa

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Meeting Minutes - Final City Council Special Meeting

Mayor Christian Price
Vice-Mayor Marvin L. Brown
Councilmember Peggy J. Chapados
Councilwoman Julia R. Gusse
Councilmember Vincent Manfredi
Councilmember Nancy Smith
Councilmember Henry M. Wade Jr.

Tuesday, February 7, 2017

5:00 PM

Council Chambers

1. Call to Order

The City Council Special meeting was called to order at 5:03 p.m.

2. Roll Call

Present: 7 - Councilmember Peggy J. Chapados, Councilmember Vincent Manfredi, Councilmember Henry Wade, Councilmember Christian Price, Councilmember Julia R. Gusse, Councilmember Marvin L. Brown, Councilmember Nancy Smith

3. Agenda Items

3.1 MISC 17-04

The Mayor and City Council shall hear public comment concerning Global Utilities billing practices and reliability of service issues within the City of Maricopa. Discussion only.

Mayor Price opened the discussion and clarified that tonight was not a discussion about rates. He turned the discussion over to City Attorney, Denis Fitzgibbons to detail how private utilities were regulated.

Mr. Fitzgibbons clarified that the regulation of public utilities was covered under Arizona Revised Statutes (ARS) Title 40. He stated ARS Title 40 contained the rules and regulations for Public Utilities and Carriers and stated that the Arizona Corporation Commission (ACC) was the regulatory authority. He stated that presently there were more than 400 individual water systems operated by nearly 350 companies, and approximately 21 sewer companies and 20 combination water and sewer providers all under the ACC's jurisdiction. He emphasized that the City of Maricopa did not have regulatory authority over private water and sewer companies. He detailed the process for filing consumer complaints with the ACC. He stated ACC Consumer Services Staff could investigate inquires or disputes that concerned: rates, charges, installations, disconnections, responsibility for a bill, requests for deposits, refusal of services by a utility, quality of service and utility's policies and procedures. He stated the informal complaint process should start after contacting the utility to see if the problem could be resolved without involvement by the ACC. He said that as part of the informal process customers send the ACC the complaint via Consumer Complaint Form and upon receipt, the ACC would contact the consumer and the utility regarding the complaint. He stated the first step would be to attempt mediation and that if the issue was not resolved through the informal complaint process the parties could agree to mediate the issue with a representative of the ACC. He stated

the ACC would try to provide a non-binding resolution. He stated that if the mediation did not provide a resolution, the informal complain could be escalated to a formal complaint. He stated the formal complaint process consisted of a detailed, written description of the dispute, what had been done to address the issue, the specific ACC rules/administrative codes violated and the specific resolution filed with the ACC. He stated an administrative law judge would hear the testimony of each party and prepare a recommended Opinion and Order for the Commissioners to review. He concluded that the Commissioners made the final decision during public hearings. He provided the ACC's contact information, "The ACC can be reached for assistance Monday through Friday between 8 a.m. and 5 p.m. at (602) 542-4251 or toll free at 1(800)222-700 and complaint forms can be found online at <http://www.azcc.gov/Divisions/Utilities/default.htm>." Mr. Fitzgibbons acknowledged Larry Robertson the City's outside counsel that assisted with ACC matters and noted he represented the City in the last rate case.

Mayor Price described the meeting process. He stated there was a tight schedule and at the end of the meeting they would give Global Water a chance to speak. He elaborated and provided guidance for speakers in order to give everyone an opportunity to speak.

Marty McDonald gave a brief history of Global Water and the partnership with the City. He stated that since the ACC rate hearings of a few years there were a lot of challenges and the community had a lot of heartache. He stated that water was a necessity and should not be a for-profit water center. He stated he would like information on the potential night trade issue in the Maricopa Meadows Well listed in Section 3.19 of their Litigation Schedule. He stated that Section 3.16 titled, Undisclosed Liabilities, listed risks for potential liabilities from fire damages or pressure deficiencies from their systems. He stated they had a hard time getting insurance and inquired if the City of Maricopa ever had insurance requirements on Global Water, and if so how often they were reviewed and how high were the limits. He stated the company had a terrible reputation within the community. He stated that Global Water tried to explain that it was not a widespread problem and were only a few isolated issues but that was not the case. He stated he had over 1,860 signatures that would be filed with the City Clerk including 600 signatures with additional commentary on Change.org. He stated the signatures were pressed two weeks ago. He implored the City Council to file a formal complaint with the ACC on behalf of the residents.

Howard Wagner, resident of Maricopa since 2006, gave a brief history of his profession as a journalistic photographer in the City. He recounted documenting a public safety issue, when there was no crosswalk in Honeycutt for children to get to school. He stated the pictures he took served as evidence of the issue and it was promptly resolved thereafter. He stated that the reputation of Global Water as a non-caring utility was nothing new. He reported attended various meeting in which he heard consumer complaints such as: huge water usage spikes that lasted for a month and then went back to normal, billing issues, cut-offs, and bad customer service. He stated Global Water's response had been that there must be a leak and that meters cannot read high. He expressed concerns that the timing of the water usage spikes coincided with the 4 water main breaks and noted that many of the spikes began happening after the water main breaks. He stated some of the documented water usage spikes do not appear to be possible and wondered if there was a correlation. He questioned why the infrastructure, which was not old, was failing. He stated there have been water breaks in the Meadows, Honeycutt, Porter and Province. He questioned whether revenues were being used properly to maintain the infrastructure. He reported that when he was on-site at the Honeycutt water main break, people expressed concerns that the water line was too close to a gas line and

that it could become an issue when the Overpass Project began construction. He expressed public safety concerns and asked if the hydro pressure could be adjusted so that only the residents in the immediate area were affected. He expressed concerns with businesses being closed for days after the Honeycutt water main break.

Lonnie Spears (W. Darter Drive) stated was concerned after the third water main break. She expressed concerns that Maricopa would turn into a ghost town due to inadequate utilities. She stated she called Global Water and asked who was responsible for the infrastructure and the person she spoke with indicated they did not know. She stated she called the ACC next and they did not know either. She stated she contacted the City and spoke to the City Manager's Assistant and she stated she was not sure but would get back to her. She stated Beth, from Global Water called her back and responded that the ACC was responsible and noted she had the same response from the City Manager's Assistant. She stated she was concerned about the health and welfare of the community because she was invested in it. She stated the community had trouble attracting new businesses and stated that there were no incentives. She asked what the plan was for the infrastructure and noted that the person she spoke with from Global Water indicated there was no plan.

Becky Clark stated her son, who was mentally challenged, lived in Maricopa and that she paid his water bill. She stated that his water use was consistent every month until September, October, November and December. She explained that for one day for each of those months the water usage spiked up from the average 200 gallons per day to 1,000 gallons. She stated that when she called in September they told her to track next month's usage and call back. She stated the water spikes coincided with the water main breaks. She stated that when she asked Global Water to inspect the meter, Global Water responded that they would someone but if they found nothing wrong they would charge \$30. She stated that when it happened in January they told her she could buy her own locks and regulator. She stated the system was not user friendly or costumer oriented.

Catherine Thompson stated she shared her comments in the recent issue of *InMaricopa*. She stated her family moved to Maricopa 7 years ago and they were a single income household and that she was a foster parent. She stated she's had 7 incidents with Global Water in 7 years. She stated a few years ago she received her deposit back only to have Global Water ask for the deposit back. She stated that, most recently, she had a water usage spike of 30,000 gallons. She stated she called Global Water and they told her it must be a leak. She stated she paid the bill and inspected her property however the next month it was 30,000 gallons again. She stated she called again only to be told it must be a leak. She stated the following month her water use went magically back to normal. She stated last year she received a late notice letter, along with others in the community, and stated it was an integrity issue. She stated their letters and bills could not be trusted. She stated that in September she received a letter notifying her that they'd used 30,000 gallons of water again. She stated she called again and got the run around at their calling center. She noted her husband has experience with irrigation and sprinklers so he inspected everything and found no leaks at the property. She stated that again she received a bill statement with 25,000 gallons of water use. She stated she called to complain and her November bill was perfectly fine however in December it was 276 gallons and zero in January. She stated that when Global Water finally sent someone to read her meter it was discovered it was their transmitter. She stated the man on the phone had no understanding of the tiers of water usage when she called. She stated Global Water needed to improve their service and answer to the residents.

Allan Friedman stated he was Canadian and lived in Maricopa during the winter. He

stated that winter residents complained about being charged even for the months they were not at their Maricopa homes. He stated he was gone for seven months of the year and paid his bills on time every month. He stated that in 2012 he was charged \$279 for one month and when he called to inquire about the water spike, he was told one of his neighbors must have stolen some of his water. He stated concerns fell on deaf ears. He stated he would turn in his documentation to the ACC. He stated his average bill was approximately \$90 and for it to go up to \$279 did not make any sense.

Jennifer stated that her water bill in California was \$60. She stated that charging a basic water charge was not right and elaborated.

Melissa Bailey (N. San Pablo Street) noted that there were more people in the Council Chambers for this particular meeting than at the Mayor's State of the City Address. She thanked representatives from InMaricopa for the investigative report they recently published. She noted that until their article came she thought she was struggling alone. She stated that on her first month of living in Maricopa she received a water bill for \$707 for 103,000 gallons of water. She stated that a leak that big would not go unnoticed. She stated they have called plumbers to check for leaks, checked their walls, redone their irrigation system, replaced their osmosis water system and still received a letter stating they use 400% more water than their neighbors.

Jerry Allen (W. Sunland Drive) stated that in 2015, 3 of his grown sons came back to live with him, his wife and 7 year old. He stated their water bill averaged \$100+ and that after they moved out the bill did not go down. He stated they got rid of their reverse osmosis system, bought a scale blaster, got rid of his landscaping, and replaced his toilets. He stated that his bill continued to be the same. He stated that in October his bill was \$101.01 for 3,500 gallons and in November it went up to \$101.11 for 2,500 gallons. He stated he even taught his seven year old to take a Navy shower and it was so bad he didn't even go in to pay the bill.

Bob Brewer stated he lost his wife not too long ago. He stated that Global Water shut the water off when his wife was sick. He stated that he was not able to take care of his wife properly without water. He stated he had been without water 5 or 6 times and that he did not like it. He showed samples of the water he collected and stated the water was yellow. He stated that it seemed to him that the pipes were too old, and when the water was shut off there was a lot of feedback. He stated he was going to have the water tested.

Tony Gregorio (N. Sansom Drive) stated he was a resident of six years. He stated they were aware of the \$80 basic flat fee for water use and it was a big change from the \$40 every three months they paid in New York. He stated he would like to know who was keeping track of the infrastructure payment and when would the customers be done paying it. He questioned whether it would ever go down. Next, he stated that when he bought \$10 of gas, he knew he was getting \$10 of gas because there was oversight of the pumps by the Department of Weights and Measures. He questioned whether Global Water was under the oversight of the Department of Weights and Measures and how the consumers would know their meters were accurate.

Lisa Foltz (W. Caven Drive) stated that in 2006 she reluctantly accepted paying a flat fee because the city was growing. She stated that since the city expanded she expected to get back to a normal rate. She stated her household used an average of 2,000 to 3,000 gallons of water per month but her water spiked up to 30,000 gallons on a specific month of the year. She stated she called Global Water to ask to be notified when water spikes happened and they responded, they had the capability but

would not provide the feature. She stated Global Water should let consumers know of sudden spikes. She stated that if the leak was real and 30,000 gallons of water was running she would notice.

Joe Velazquez (resident of the Province subdivision) stated he has lived in Maricopa for ten years. He stated last month he received a bill from Global Water for \$528 and he called Global Water the next morning. He stated that Global Water sent a representative and essentially told him he owed \$528. He stated they did not consume 2,500 gallons of water per day and that it was impossible. He stated he made 2 phone calls to Global Water inquiring about the replacement of the valve and received no response. He stated he asked if they would consider holding the bill until it was resolved and he received no answer. He stated they said they would send someone to his house to inspect for a \$30 charge. He stated that nothing had been done by Global Water to this day and yesterday he received a notice of disconnect to take effect on the 13th of February. He stated that at this point he would go to ACC to fight it.

Rochelle Diaz, (N. Duncan Drive) stated she and her husband have lived in Maricopa since 2001. She explained that her husband had a heart attack late in November and was in the hospital for 25 days. She stated she was staying with her husband for the majority of the time and during that time her December bill stated she used 76,000 gallons of water. She stated she called Global Water and the lady on the phone indicated it could be the water heater or an irrigation leak. She stated she checked and there was nothing wrong so she called back. She stated they told her they could send some to inspect but they would charge \$30. She stated she asked to be notified when they would come out because she was still at the hospital. She stated that when she called they told her they had mistakenly read the meter wrong. She stated they eventually adjusted the fee to what she regularly paid in July, \$113.

Joyce Vogt stated she was a Chandler resident but worked in a cyber security firm and her firm had been watching the Maricopa and Buckeye incidents concerning Global Water for the last several months. She stated the issues had all the marks of a cyber-attack and questioned whether the Global Water system had been compromised. She stated a hack could potentially be affecting their data. She recommended that Global Water address the issue.

Lorrie Schick (W. Colby Drive) stated he and his wife were winter residents since 2009. He noted they spend 5 to 6 months here. He stated that at the beginning the flat rate was \$75 and that their bill never went over \$10 for water use. He stated that within 2 years they replaced their natural grass for artificial and that 3 years and a half ago they received a bill for approximately \$830 during the summer when they were back home. He stated he called Global Water and he was told it was related to a leak. He stated his neighbor looks after his home and told him there were no leaks. He stated he tried to work with Global Water for 2 weeks and they told him he had to pay the bill. He stated he threatened legal action and 2 day later he received a call that they had made a mistake on one number on the water meter. He stated their consumer relations were untrustworthy and in his opinion Global Water was one of the worst companies in North America.

Fern Miller (W. Cartegna Lane) stated she received a bill of \$514.15 for a total of 74,259 gallons of water. She stated that since they moved here in 2013 their average bill had been a little over \$100 per month. She stated that the bill coincided with the water main break in Honeycutt and questioned whether they might be connected. She stated she called Global Water and the person she spoke with gave her a list of things to check for. She stated she went through the list and found no issues. She stated her last bill was \$400.96.

Eric Lockman (N. Falcon Lane) stated he works in the internet and metering. He encouraged residents to collect facts. He stated they should collect meter readings personally, take photos often, and track usage. He stated residents should do this even if they were not having issues because if the meters cannot be trusted then the analytics of the new meters cannot be trusted. He recommended measuring the meter readings at least twice a day to get good data to build a case.

Michael (W. Abbey Road) stated he moved out here last May from Alabama and was shocked at the flat fee of \$94 for water. He stated he recently fixed a leak and was able to get his water usage down to \$7 but his bill was \$101. He stated it was taking advantage of the residents because there was no competition. He stated that seniors lived on fixed incomes and that people were frustrated. He asked that the City help the seniors.

Ryan Atwood (W. Rhinestone Road) stated he had not had any issues with his water bill. He stated he was in the real estate sales and property management business here in town. He addressed the water spikes and stated that Global Water's water was not good quality because it was corrosive and damaged the seal at the bottom of toilets. He stated it was possible to use 40,000 gallons of water in a month if there were leaks however, he expressed concerns with the timing of the spikes and stated some of them do not appear to be leaks. He expressed concerns that the infrastructure was failing and there were 4 water main breaks. He stated he believed there was something genuinely going on with the meter readings.

Alex Plaza (Van Loo Drive) stated he lived by himself and that he traveled a lot. He stated that last July he had a leak and it was fixed. He stated the following month his bill went up again and in response he turned off his irrigation system. He stated his bill still went up to approximately 35,300 gallons of water. He stated he asked Global Water to check the meter and they responded they would charge an additional \$30. He stated the following month his bill was high again and he demanded that Global Water test the meter for free. He stated Global Water found nothing wrong with the meter but that next bill was for 1,800 gallons of water. He stated that month he did not travel and used more water than the previous months. He stated there had to be something going on with the meters. He stated Global Water needed to train their staff because he had the same explanations that maybe a neighbor was stealing water. He stated it was unacceptable and they needed to figure out what was going on with the meters.

Margaret Graczyk (Greenland Park Drive) stated she had dealt with the ACC because she was traveling and when she came back her water was going to be turned off that same day. She stated she went down to the Global Water office and paid cash the same day even though she had sent a check through mail. She asked that they call their field personnel and ask them not to turn her water off and Global Water responded they could not do it. She stated she went home and placed the receipt on her water box and the woman saw it and did not disconnect her water. She stated she was charged for a shut off and turn-on and the check she sent was cashed the same day she paid cash. She stated she filed a complaint with the ACC and when she heard nothing she called them. She stated the ACC mediated a three-way call and stated that initially she had lost the case for her water being turned off and on but because Global Water failed to contact her, she won by default. She stated since then they've had random spikes in their bills and they've reached out to Global Water but they had not helped. She stated their customer service was bad and they held the society captive.

Bob Albert (W. Olivo Street) stated the biggest problem Global Water had was their

customer service. He stated that for the past year and a half since he and his wife moved into their new house, Global Water has sent them bills for both, their previous house and their new home. He stated that at their previous home they had very low water pressure and when he reached out to Global Water they told him he could get a bigger meter for \$250. He stated he was okay with it but then they told him it would also cost an additional \$25 per month. He stated they would not tell him what the additional \$25 per month was for and that it was bad customer service.

Laura Lopez stated she moved into the Maricopa Meadows subdivision about a month ago with her adoptive son. She stated that when Global Water told her about the \$94 flat fee she thought it was for unlimited water use and they clarified it was the flat fee plus water consumption. She stated she never received a bill and her first notice was a late notice. She stated she called Global Water to question the numbers and asked if they could waive the late fee because she did not get the initial bill. She stated Global Water responded they could not waive the fee. Next, she stated she received a notice that her water would be shut off for maintenance from the 2nd to the 8th of February. She noted that the meeting had been peaceful and asked Global Water to meet residents with the same courtesy to get the problem fixed.

Joshua Logan (N. San Pablo Street) stated that he purchased 2 houses in Maricopa and sold the first one to his parents. He stated the bills in Maricopa were the highest in Arizona. He stated that both utility companies hold a monopoly over residents. He stated that Global Water only catered to farmers. He stated that the ACC might not be stringent enough, and stated that the citizens don't have an option to tell the monopoly that they were doing something wrong. He stated that he and his wife were fortunate to be able to afford all their bills but expressed concerns that for those who can't, it would be difficult to live in Maricopa.

Marty McDonald stated that Global Water does charge more for larger meters because their theory was that more waste-water went into them, and added that he did not agree. He stated that sometime in June, Jon Corwin went to his house and he said everything he expected he would say. He stated the issue was Global Water just did not care. He stated that their defense that neighbors might be stealing water was inflammatory and accusatory in nature. He stated the Council and residents needed to band together. He stated Global Water was failing the community.

Catherine Thompson asked why the meters were allowed to go bad and who was responsible for maintaining the pipes that were also allowed to go bad.

Dona Turner (W. Buckhorn Trail) stated she has been a resident for 6 months and had never seen a bill like Global Water's. She stated she did not understand the flat fee and also did not understand why the pipes were failing. She stated she had lived in a 60 year old house in Denver and never had problems with pipes breaking. She stated that Global Water was taking advantage of the community and questioned what the set-fee was for.

Mayor Price encouraged residents to seek out Global Water representatives and noted they had an information table in the lobby. He asked that attendees remain respectful while Global Water presented their comments.

Ron Fleming, President and CEO of Global Water thanked the Mayor and Council for the opportunity to respond to concerns. He stated they regretted that the City and many of its customers were frustrated with Global Water. He stated they were happy that the special meeting was called and that the article was written because it allowed them to look at facts and circumstances and come to a resolution. He stated the amount of frustration in the City of Maricopa was unacceptable. He stated that they

had spoken at 3 Calls to the Public in the last three months to state that they want to work openly and honestly with the City, customers and the commission to address concerns. He stated that other than for this meeting, Global Water had not been contacted by the City. He noted that a few concerns had been passed, but there was no invite to sit down to talk about the issues. He stated Global water invested a lot of time, money, resources and goodwill into the community. He gave a brief history of Global Water establishment in the community. He stated he was the first senior lever employee for Global Water and he built the infrastructure except for the one acquired from the previous failing utilities. He stated Global Water truly cared about the City and noted that staff (many of whom live in Maricopa) strived to deliver safe and adequate water services. He stated that with the projects and initiatives that they've previously highlighted for the Council, they were improving. He stated that some of the concerns were probably real, but he was going to present facts and data. He discussed billing concerns by stating that he personally reviewed all complaints received since October 2016. He stated he established a process that would allow him to review every complaint received going forward. He stated that biggest area for improvement was their call center and clearly they needed to do better. He noted they spent the last 6 months working with them and that improvements were coming. He stated there were 37 complaints since October 2016 and only 7 provided evidence that the utility had an error. He stated that over those months, they issued approximately 83,000 bills. He stated the 7 errors were not related to overbilling for consumption or falsification of charges. He stated the errors were related to human or technology errors. He stated Global Water purchased their meters from the largest water meter manufacturer in the world and they met robust testing and standards for accuracy and dependability. He stated every meter delivered to Global Water was tested and. He elaborated on the way meters function. He stated that the water readings were directly communicated to the third party billing vendor to be entered into the customer service billing system. He stated that although errors could happen somewhere on the billing system, the water consumption on the meter register was accurate. He stated that Global Water could not and did not falsify register. He stated that when meters failed, they failed in the consumers favor. He explained that as the meters got older, they under-registered water usage. He stated faulty meters were tested by a third party, and often tested by the ACC. He stated that if it was not the meters, then it there would be something wrong with the billing system or it would mean they were manipulating bills. He stated that while billing errors did occur there were checks, balances and processes in place to try to prevent and minimize them. He stated they clearly needed to be tightened up. He stated the billing vendor sent out over 400,000 bills per month and they reported all billing errors identified. He stated that the number was a fraction of 1%. He stated that if there was a billing error, they could send out someone to do a meter reading to identify the error. He stated there was no evidence, nor would it be tolerated for an individual to physically manipulate billing and would be caught in the process of checks and balances. He stated there was a process in place for when residents received bills with unexpected high water consumption for the customer to assess the potential issue. He stated heard the complaints that Global Water resorted to the excuse of leaks too often and too quickly and added they would work with their calling center. He added it was important to note that there were hundreds of examples when customer service helped customers identify leaks. He stated they were working on a project to install new meters. He stated that after the meter replacement project was completed they would roll out a new portal to allow customer to track their water usage and set thresholds. He stated customers would be notified through text or email when they reached their set water consumption. He stated that leaks happened and they led to high water consumption. He stated he provided links to the Council of local stories of 6 cities dealing with similar issues of high water consumption complaints. He stated that as a result the Arizona Municipal Water Users Association (AMWUA) recently created a home guide that walked customers through steps to detect leaks. He stated

the pamphlet was well put together and stated they had some available and would also put the link on their website. He stated Global Water adopted the policy to follow ACC rules on water including, late fees and disconnect policies. He stated safety, compliance and reliability were their top priorities. He stated that over the last 10 years, prior to the latest water main breaks, there had been 16 water outages. He stated the average outage affected 43 customers and lasted 2 hours and 16 minutes. He stated it was 99.9999% of out-time and their goal was 100%. He stated that in the last five years they have only experienced 4 compliance incidents with zero major violations. He stated it was a 99.999% compliance rating. He stated they were not aware of any instance of customers becoming ill from their services. He stated that in the past five years they had incurred only 10 work place related injuries with only a few being serious and elaborated. He closed by saying that most of the negativity was due to the rates that customers paid and poor customer service. He stated they would start a monthly customer service forum at the Global Water Center and work with the City to get the invitations out. He asked people with complaints to fill out an information release form to share the information with the City.

Councilmember Wade asked for clarification that the City had not reached out to him. Mr. Fleming stated he had not been contacted to meet with City or City Council to directly talk about the issues.

Mike Margarico stated he has been a resident for the past 8 years and that he was a snowbird. He stated he tracks his water usage online and stated that there should be 2 meters, one for water use inside the house and one for water use outside the house. He elaborated.

Eric Pelley (Rhinestone Road) asked if the City Council or city businesses had similar concerns. He expressed concerns with the water quality. He stated the flat rate for infrastructure and maintenance costs should be broken down for customers.

Councilwoman Gusse stated she had heard complaints about Global Water since back in 2008 when she worked for the Development Services front desk. She stated when she was first elected she represented the City in the ACC hearing. She encouraged the community to address the complaints with Global Water directly and noted that there were more than 37 people in attendance.

Councilmember Wade stated he personally received information when the City reached out to Global Water regarding the last water main break and elaborated. Mr. Fleming clarified and stated they welcomed the opportunity for a meeting to address all the issues.

Councilmember Smith stated she had several concerns and welcomed a meeting as well. She stated her main concerns were about the families with health issues who had water spikes around the same time. Next, she addressed concerns with the \$30 charge for them to go out and inspect a meter. She stated they should have a threshold, that if a bill goes over a certain amount, they would do it for free. Mr. Fleming stated they were valid points. He stated that they charge the \$30 because otherwise they would get thousands of hundreds of requests. Councilmember Smith clarified that they could do it for very large bills. Mr. Fleming agreed.

Mayor Price stated it was the beginning of a process and elaborated. He stated it was an encouraging step that Global Water was willing to host meetings to have outreach. He noted that all members of the Council were all residents.

Councilmember Wade asked who was responsible for the infrastructure. Mr. Fleming stated Global Water was responsible for the infrastructure, but it stopped at the

meter. He stated after the meter it was the responsibility of the home owner.

Eric Pelley stated that Global Water should have reached out to the City and asked for the meeting.

4. Executive Session

- 4.1 ES 17-05** The Maricopa City Council may go into executive session for the purpose of obtaining legal advice and discussion or consultation with the City Attorney and designated representatives of the City regarding the status of the negotiations with Global Water and to provide direction how to proceed with these negotiations pursuant to A.R.S. §38-431.03(A)(3) and (A)(4).
- 4.2 ES 17-04** The Maricopa City Council may go into executive session for the purpose of discussion or consultation with the City Attorney and designated representatives of the City in order to receive legal advice concerning the City's legal options for addressing the public's concerns regarding Global Utilities' billing practices and reliability of service issues within the City of Maricopa and provide direction on how to proceed to address these concerns, pursuant to A.R.S. §38-431.03(A)(3).

5. Adjournment

A motion was made by Councilmember Henry Wade, seconded by Councilmember Peggy J. Chapados, to Adjourn at 7:14 p.m. The motion carried unanimously.

Certification of Minutes

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the special meeting of the City Council of Maricopa, Arizona, held on the 7th day of February, 2017. I further certify that the meeting was duly called and held and that a quorum was present.

Dated this 21st day of February, 2017.

Vanessa Bueras
City Clerk