



ORIGINAL

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51310 Date: 4/20/2006

Complaint Description: 08A Rate Case Items - Opposed

First: Last:

Complaint By: Harvey Brinton

Account Name: Harvey Brinton Home: [REDACTED]

Street: [REDACTED] Work: (000) 000-0000

City: Gold Canyon CBR:

State: AZ Zip: 85218 is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING CORRESPONDENCE TO THE COMMISSION.

April 18, 06

Dear Sirs, Jeff Hatch-Miller Chairman

In regarding your sewer rate increase, we are very upset.

We are only here 5 to 6 months a year. Even then we are gone some. We are not big water consumers so water going into the sewer is at a minimum.

We are of course on a fixed income + we are lucky we have been able to come here, but every increase is felt!

Please, try to have a lesser increase, not a doubling increase.

Thank you for reading this letter!

Harvey Brinton  
[REDACTED]  
Gold Canyon, AZ 85218  
\*End of Complaint\*

Utilities' Response:

N/A  
\*End of Response\*

Investigator's Comments and Disposition:

RECEIVED  
2006 APR 20 P 4: 28  
AZ CORP COMMISSION  
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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04/20/06-I spoke to Mrs. Brinton on this day. She said that her husband, Harvey does not hear to well on the phone. I thanked her for all the Commission and advised her that I documented her comments and they are now part of the official record. A copy was also sent to the docket SW-02519A-06-0015. CLOSED.

\*End of Comments\*

Date Completed: 4/20/2006

Opinion No. 2006 - 51310

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SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2006 - 51280      Date: 4/19/2006

Complaint Description:      08A Rate Case Items - Opposed

Complaint By:      First:      Last:  
Robert      Kostecka

Account Name:      Robert Kostecka      Home: (000) 000-0000

Street:      [REDACTED]      Work: (000) 000-0000

City:      [REDACTED]      CBR:

State:      AZ      Zip: [REDACTED]      is:

Utility Company:      Gold Canyon Sewer Company

Division:      Sewer

Contact Name:      n/a      Contact Phone: n/a

Nature of Complaint:

Mr. Jeff Hatch-Miller, Chairman  
Arizona Corporation Commission  
Utilities Division  
1200 West Washington  
Phoenix, AZ 85007-2996

Re: GCWWTF Case/Docket No. SW- 02519A-00-0638

Dear Mr. Hatch-Miller:

As a resident of Gold Canyon, Arizona and a customer of the Gold Canyon Sewer Company (GCSC), this, is being written in opposition to the GCSC's request to increase our cost from \$35 to \$70 34 per month for my residential sewer Service

I cannot find any justification for such an increase. In fact, I wonder how GCSC can justify its current \$35 monthly charge. In the year 2005 water usage charge for our residence were approximately \$300 and GCSC charges, us \$420 to discharge it through the sewer system. I believe the \$35 per month charge is already exorbitant.

The GCSC odor problem has not been resolved. The odor is apparent on the golf course adjacent to the sewer plant and also at Basha's store next to it and on Highway 60 when passing by.

I understand that GCSC's charter or grant to do business in Gold Canyon allows them to earn a 10% profit. If that is correct, I believe the commission should audit GCSC's books and determine if they are currently realizing a profit on the \$35 per month charge.

Yours truly

CC: Commissioners Kristin K. Mayes, William Mundell, Marc Spitzer, Mike Gleason,

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

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Apache Junction/Gold Canyon Independent, Apache Junction News, Sandie Smith, Pinal County Supervisor  
Dennis Gibson, MBV Homeowners 'Assoc.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

April 19, 2006

Mr. Robert Kostecka  
[REDACTED]  
[REDACTED]

RE: GOLD CANYON SEWER COMPANY

Dear Mr. Kostecka;

Your letter regarding the Gold Canyon Sewer Company ("Gold Canyon") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Gold Canyon application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 4/19/2006**

**Opinion No. 2006 - 51280**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51274

Date: 4/19/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Robert

Brown

Account Name: Geneva & Robert Brown

Home: (480) 000-0000

Street: n/a

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 82518

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW 02519A-06-0015

[REDACTED]  
Sent: Wednesday, April 19, 2006 2:30 PM  
To: Bradley Morton  
Subject: Complaint towards Gold Canyon Sewer Company

April 19, 2006,

TO: Arizona Corporation Commission  
Brad Morton

FROM: Geneva and Robert Brown  
Mountain Brook Village  
Gold Canyon, AZ 85218

RE: Gold Canyon Sewer Company doubling of rates

Recent modifications to the sewer facility located just east of Basha's on Route 60 are going to impact a lot of seniors on a fixed income or limited income in our community. We were assured that the smell control would be fixed and that the costs of that process would not be passed on in our monthly sewer rates. We are now finding that the Gold Canyon Sewer Company is going to be doubling our rates in the near future.

This is not what was being promised and is a hardship on many people in the community, please add this letter of complaint with the others that you will be receiving regarding the rate increase.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Sincerely,

Geneva and Robert Brown  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton  
Sent: Wednesday, April 19, 2006 2:56 PM  
[REDACTED]

Subject: RE: Complaint towards Gold Canyon Sewer Company

Mr & Mrs Brown,

I am in receipt of your opinion regarding the Gold Canyon Sewer Company rate case and I will docket it so it is part of the case and the Commissioners will be aware of your concerns. If you have further issues please contact me.

\*End of Comments\*

Date Completed: 4/19/2006

Opinion No. 2006 - 51274

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**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51272

Date: 4/19/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Paul A. Last: Contreras

Account Name: Paul A Contreras Home: (480) 000-0000

Street: [REDACTED] Work:

City: Gold Canyon CBR:

State: AZ Zip: 82518 is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW 02519A-06-0015

[REDACTED]

Sent: Wednesday, April 19, 2006 2:20 PM  
To: Bradley Morton  
Subject: OUTRAGE !!!! Anticipation of 100% + Rate INREASE.

Am here to Protest the 100% + increase in Gold Canyon Sewer Rates. We the residents of Gold Canyon, where Openly Opposed Then, when plans to upgrade and expand the facility were revealed in 2003, citing chronic Odors, illegal discharges and the close proximity to residential areas. The companies answer to a Public Relations campaign which launched an expensive public relations campaign, which included a handout that asked the question, "Will the Upgrade mean an increase in rates?" The printed answer related to the expansion, was for 5 years. It is Unfair, for people that live on fixed income, and for the Winter visitors to pay that "OUTRAGOUES" Increase. Am the only person living in my home, and do not use your services as often, as a family with 4 or 5 people living in there's. Live by your commitman, that was made in 2003. We live in the community named Gold Canyon, We do Not deposit "GOLD" into the system.

Thank You  
Paul A. Contreras

[REDACTED]

Gold Canyon, Az 85218

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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From: Bradley Morton  
Sent: Wednesday, April 19, 2006 2:50 PM

[REDACTED]  
Subject: RE: OUTRAGE !!!! Anticipation of 100% + Rate INCREASE.

Mr. Contreras,

I am in receipt of your opinion regard the Gold Canyon Sewer Compny rate case and will docket it so it is part of the case and the Commissioners will be made aware of your concerns, if further issues please contact me.

\*End of Comments\*

Date Completed: 4/19/2006

Opinion No. 2006 - 51272

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SW 02519A-06-0015

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51271

Date: 4/19/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: S.L. Last: Olnhausen

Account Name: S.L. & Luella Olnhausen

Home: (480) 000-0000

Street: n/a

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 82518

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

Docket No. SW 02519A-06-0015

4/19/06

Brad Morton  
AZ State Corporate Commission  
1200 W Washington St  
Phoenix, AZ 85007

RE: Gold Canyon Sewer Rate Increase

Dear Mr. Morton,

As a Tesoro town home owner ([REDACTED]) in Gold Canyon since 2002 we were shocked to learn of the proposed doubling of rates by the Sewer Company.

We were originally told by Algonquin Water Services in 2003 that higher fees would not be anticipated for at least 5 years.

As a business owner for the past 50 years in Colorado, I understand the economic realities that capital improvements to upgrade a facility can not be a free lunch. However, to ask for a doubling of rates is at best, irresponsible.

Like us, many of the Tesoro owners are part time residents that do not even use the sewer facility for more than half the year but still pay for the service.

I believe we can speak for the Tesoro Homeowners Association and would like to respectfully ask the Corporation Commission to reject this proposed rate increase.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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We will try to attend the hearing in September. Please keep us posted on dates and times: P O Box 142, Dumont, CO 80436 - Phone 303 567 4821.

Sincerely,  
S L and Luella Olnhausen  
AZ Property Owners

[REDACTED]  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

From: Bradley Morton  
Sent: Wednesday, April 19, 2006 2:46 PM  
[REDACTED]  
Subject: RE: Gold Canyon AZ Proposed Sewer Rate Increase

Mr & Mrs Olnhausen,

I am in receipt of your opinion regarding to Gold Canyon sewer Company rate case and will docket your concerns so they are part of the case and the Commissioners are aware of your concerns. If you have further issues please contact me.

\*End of Comments\*

Date Completed: 4/19/2006

Opinion No. 2006 - 51271

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SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51286

Date: 4/19/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Mr. & Mrs. Lloyd Glaus

Account Name: Mr. & Mrs. Lloyd Glaus

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Arizona Corporation Commission  
Utilities Division  
1200 West Washington  
Phoenix, Arizona 85007-2996

To Commissioners Mayes, Mundell, Miller, Spitzer & Gleason

Several years ago, two representatives from Gold Canyon Sewer Corporation came to Mountainbrook Village and made a presentation revolving around the future improvements covering the sewer plant on 60 west. The improvements were to repair a dysfunctional system and to increase their capacity. They now can sell services to more homes, which will increase their profit margin.

After the presentation, questions from the audience were focused around the "cost". The representatives responded, "there will be no raise in fees after the completion of the improvements for at least 5 (five) years".

Now we read of the requested raise of over 100%. This unreasonable request harbors on."forked tongue".

May we remind the commissioners concerning Mountainbrook Village, over 50% of our residents residing in over 1,600 homes, leave during the summer months of the year, but continue to pay their monthly sewer dues, with out using said facilities. This is a great reduction in the number of gallons needing to be treated.

In addition, we have over 10% single homeowners with doubles residing over the remaining homes. Our fee rates continue to be the same monthly rate as the usage of larger families within the area.

We request that the commission to please take the figures mentioned above in your deliberation and allocate a "fair" assessment, within single figures.

Last, but certainly the most important reminder, 90% of the residents at Moutainbrook live on a fixed income. 100% increase would definitely be a hardship!

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

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Thank you for your consideration.

Sincerely,

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

April 19, 2006

Mr. & Mrs. Lloyd Glaus  


RE: GOLD CANYON SEWER COMPANY

Dear Mr. & Mrs. Glaus:

☐Your letter regarding the Gold Canyon Sewer Company ("Gold Canyon") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Gold Canyon application.

☐The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

☐Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

☐Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

☐☐☐☐Sincerely,

☐☐☐☐Carmen Madrid

☐☐☐☐Public Utility Consumer Analyst

☐☐☐☐Utilities Division

\*End of Comments\*

**Date Completed: 4/19/2006**

**Opinion No. 2006 - 51286**

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51295

Date: 4/20/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: Richard Belke

Account Name: Richard Belke

Home: (480) 000-0000

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW 02519A-060115

[REDACTED]  
Sent: Wednesday, April 19, 2006 4:19 PM  
To: Bradley Morton  
Subject: Gold Canyon Sewer Rate Increase

This 101% rate increase is absurd. We should have been permitted to attach to Apache Junction with this system being completely phased out. The system is too small and certainly located in the wrong place. The area around the plant still stinks and they ought to be forced to close it down let alone be rewarded with a ridiculous rate increase.

Richard W. Belke  
[REDACTED]  
Gold Canyon, AZ 85218  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton  
Sent: Thursday, April 20, 2006 11:10 AM  
[REDACTED]  
Subject: RE: Gold Canyon Sewer Rate Increase

Mr Belke,

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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I am in receipt of your opinion regarding the Gold Canyon Sewer Company rate case and will docket it so it is part of the rate case and the Commissioners

\*End of Comments\*

Date Completed: 4/20/2006

Opinion No. 2006 - 51295

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51294

Date: 4/20/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: John Nutter

Account Name: John Nutter

Home: (480) 000-0000

Street: n/a

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: Mike Weber

Contact Phone: (623) 935-9367

Nature of Complaint:

Docket No. SW 02519A-060115

From: [REDACTED]
Sent: Wednesday, April 19, 2006 4:01 PM
To: Bradley Morton
Subject: Sewage rates

Dear Mr. Morton,
I am writing you to ask you not to approve a rate hike at Gold Canyon Sewer Co. They have said that after expansion they would not raise rates but yet here they are asking for a 101% increase. I am a state employee who has a very hard time trying to get any increase in my pay.

Regardless my gas costs go up my electric bill etc. Arizona needs to hold utility companies accountable and not allow them to price gouge like the oil companies are now permitted to do. Thank you for your time and consideration in this matter.

R. Nutter
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Thursday, April 20, 2006 11:00 AM
Subject: RE: Sewage rates

Mr Nutter,

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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I am in receipt of your opinion regarding the Gold canyon Sewer Company rate case and will docket it so it is part of the case and the Commissioners are aware of your concerns. Please contact me if you have any further issues.

\*End of Comments\*

Date Completed: 4/20/2006

Opinion No. 2006 - 51294

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51288 Date: 4/19/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Robert & Shirley Last: Malley

Account Name: Robert & Shirley Malley Home: (000) 000-0000

Street: [REDACTED] Work: (000) 000-0000

City: [REDACTED] CBR:

State: AZ Zip: 85218 is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: n/a Contact Phone: n/a

Nature of Complaint:

Mr. Jeff Hatch-Miller, Chairman  
Arizona Corporations Commission  
Utilities Division  
1200 West Washington  
Phoenix, Arizona 85007-2996

RE: GCWWTF CASE / DOCKET NO. SW 0251 9A-00-0638

Dear Mr. Hatch-Miller,

We are residents of Gold Canyon, Arizona, and customers of the Gold Canyon Sewer Company (GCSC). This is being written in opposition to the GCSC's request to increase our cost from \$35 to \$70.34 per month for our residential sewer service.

We can find no justification for such an increase. In fact, we wonder how GCSC can justify its current \$35 monthly charge. In the year 2005, water usage charge for our residence was \$307, and GCSC charged us \$445 to discharge it through their sewer system. So, we believe the \$35 per month charge is already exhorbitant.

According to the local newspaper, GCSC's representative, Dave Kerr, stated: "I know it is a bit of a sticker shock, but we just completed a \$12 million investment in the Gold Canyon plant to expand it and to alleviate odor problems, and we deserve a return on our investment". During my career, I have started and developed three successful business enterprises. When we decided to expand those businesses, we either financed them ourselves, borrowed the necessary capital or sought investors to provide the funds. If we were not already realizing enough profit from our business to provide a reasonable return on our investment, we would not go forward with the expansion. What world does GCSC live in that they think they can simply charge their existing customers more so that they can expand their business, their customer base and their profits. I assure you their customers would abandon them overnight if they had a choice.

Furthermore, the odor problems Mr. Kerr referred to have not been resolved. I frequently play golf on the

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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fairways immediately adjoining the GCSC plant, and I can attest to the fact that there are times when it is difficult to breath in the area. Shouldn't it be an integral part of a "treatment" plant's design to contain such odors? Perhaps, GCSC should pursue the matter with their architect/designer.

It is our understanding that GCSC's charter or grant to do business in Gold Canyon provides them the right to earn a 10% profit. If that is correct, I suggest that you implement an audit of GCSC's books and business to determine if they are currently realizing a profit – based upon the \$35 per month charge. If they are, how much? If too much, perhaps, a rate decrease is in order.

Sincerely,

cc: Commissioners Kristin K. Mayes, William Mundell, Marc Spitzer, Mike Gleason  
Gold Canyon Community Associations United, Apache Junction/Gold Canyon Independent  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

April 19, 2006

Mr. & Mrs. Robert Malley  


RE: GOLD CANYON SEWER COMPANY

Dear Mr. & Mrs. Malley:

Your letter regarding the Gold Canyon Sewer Company ("Gold Canyon") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Gold Canyon application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Public Utility Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed: 4/19/2006

Opinion No. 2006 - 51288

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