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ORIGINAL

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4760

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51317

Date: 4/20/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Catherine

Heinzmann

Account Name: Catherine Heinzmann

Home: [REDACTED]

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-06-0015

Consumer is against such a high rate increase, she is elderly and on a fixed income.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docket and rate case procedures explained to consumer.

End of Comments

Date Completed: 4/20/2006

Opinion No. 2006 - 51317

RECEIVED
2006 APR 21 A 11:05
AZ CORP COMMISSION
DOCUMENT CONTROL

SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51278

Date: 4/19/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Donna

Dosland

Account Name: Donna Dosland

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: Mike Weber

Contact Phone: [REDACTED]

Nature of Complaint:

****SW-02519A-06-0015****

Customer sent the following letter to the Commission -

Arizona Public Utility Com.
Consumer Division

I live in a 2 Bedroom 2 Bath Cassita in Gold Canyon, which is shared with one other person. I presently pay \$420 a year for sewer service from Gold Canyon Sewer Company.

I understand that they are proposing to more than double the fee. We live here less than 6 mo a year. I feel that over \$840.00 for 6 months of sewer service is out of line.

I urge you to look into this. I am an Arizona tax payer at [REDACTED] Gold Canyon, AZ 85218

Thank you!
Donna Dosland
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/20 - Customer comments entered for the record and with the Docket in this matter. I replied to the customer with the following letter -

Dear Ms. Dosland:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Your letter regarding the Gold Canyon Sewer Company ("Company") 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 Company 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 at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/20/2006

Opinion No. 2006 - 51278

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51318

Date: 4/20/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Richard

Last: Wagner

Account Name: Richard & Katherine Wagner

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-06-0015

From: [REDACTED]

Sent: Thursday, April 20, 2006 3:11 PM

To: Bradley Morton

Subject: Gold Canyon Sewer Company Increase

COMPLAINT: COMPLAINT:COMPLAINT:

This is just one of many complaints that you must be receiving at this time about the horrible increase for Gold Canyon Sewer charges. First of all most increase our incurred when you receive better services. I don't see that here in Mt. Brook Village or any of the other surrounding area that you service. We have lived in this area for almost nine years and have had to put up with the odor as well as one increase already. With the increase in homes that have been built and are being built I would think the charges would more that take care of the expenses incurred. There are many people in this area that leave during the summer months and never use your service, but still continue to pay each month. This is an injustice and where does it stop? Please consider that many of these people like us are on a fixed income and cannot afford this type of increase.

CANYON

A VERY CONCERNED RESIDENT IN GOLD

RICHARD & KATHERINE WAGNER

[REDACTED]
Gold Canyon, AZ. 85218

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Thursday, April 20, 2006 4:04 PM


Subject: RE: Gold Canyon Sewer Company Increase

Mr & Mrs Wagner,

Your opinion regarding the Gold Canyon Sewer Company has been received and will be docketed making part of the rate case and making the Commissioners aware of your concerns. If further issues please contact me.

End of Comments

Date Completed: 4/20/2006

Opinion No. 2006 - 51318

SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51282

Date: 4/19/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Donald M. and Marilyn Hawkinson

Account Name: Donald M. and Marilyn Hawkinson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: Mike Weber

Contact Phone: [REDACTED]

Nature of Complaint:

****SW-02519A-06-0015****

Customer sent following letter to the Commission -

April 18, 2006

Corporation Commissioners
Jeff Hatch-Miller, Chairman
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Reference: Docket No. SW-02519A-00-0638

Dear Corporation Commissioners:

We are writing in opposition to the alarming rate increase requested by the Gold Canyon Sewer District. Currently we are paying \$35.00 per month for water and sewer which is as high as any we have come across in our travels and also in the various states in which we have families.

If the Gold Canyon Sewer District is allowed the unreasonable and outrageous increase in fees, there are many of the retired and elderly who live here who would be forced to forego other necessities of life in order to pay their water and sewer bills. Practically all of us live on fixed incomes which do not allow for such huge increases in services. The increases in medical services and medications as well as groceries, are putting the strain on many of us already.

We are not saying that Gold Canyon Sewer is not entitled to some sort of an increase but to request anything over and above a ten percent increase is an excessive request and does nothing to take into consideration what this increase may do to many of their customers.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Moreover, when this expansion was commenced, it was stated that there would be no increase in their fees for services. We live close to the Basha's Store on Highway 60 and there are many days when the stench is so terrible, you do not want to go outside. All of the homes in this area are affected by this odor, as well as the grocery store, as you can even smell the odor in there which makes shopping for food undesirable.

We are opposed to this rate increase. Thank you.

Very truly,

Don and Marilyn Hawkinson
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and with the Docket in this matter. I replied to the customer with the following letter -

Dear Mr. and Mrs. Hawkinson:

Your letter regarding the Gold Canyon Sewer Company ("Company") 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 Company 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 at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/20/2006

Opinion No. 2006 - 51282

SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51319

Date: 4/20/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: A. DuWayne

Blilie

Account Name: A. DuWayne Blilie

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: Mike Weber

Contact Phone: [REDACTED]

Nature of Complaint:

****SW-02519A-06-0015****

Customer sent the following letter to the Commission -

Mike Gleason, Commissioner
Arizona Corporation Commission
Utilities Division
1200 West Washington
Phoenix, AZ 85007-2996

Re: Gold Canyon Sewer Company's plan to request an increase
GCWWTF Case # DOCKET NO. SW-02519A-00-0638

When we bought our home in Gold Canyon four years ago, we were led to believe that Gold Canyon Sewer Company's rather exorbitant rates reflected their quick recovery of their construction costs. Now I read that they want to impose an even more exorbitant monthly fee. They either need new management, or someone must be grossly overcompensated.

My wife and I are "winter visitors," spending half the year in Oregon and half the year in Gold Canyon. For the record, our annual \$420 sewer cost at Gold Canyon is 248% of the cost for the same annual sewer service in Oregon (\$169). And Gold Canyon Sewer wants an increase?

At current \$35.00/month, our Gold Canyon sewer cost is 91% of what we spend on Arizona electricity, 185% of what we spend on Arizona natural gas, and 215% of what we spend on Arizona water. There is no comparison between cost and value! And Gold Canyon Sewer wants a rate increase?

I am amazed that Gold Canyon Sewer is claiming justification for an even more exorbitant rate! Shame on them! I trust that they will be called before your commission in September. We plan to be in attendance, and actively

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

oppose their request.

Thank you for your consideration.

Sincerely,

A. DuWayne Blilie

Cc: Mountain Brook Village Board of Directors
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and with the Docket in this matter. I replied to customer with the following letter -

Dear Mr. Blilie:

Your letter regarding the Gold Canyon Sewer Company ("Company") 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 Company 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 at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/20/2006

Opinion No. 2006 - 51319

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51327

Date: 4/21/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Barbara

Osborn

Account Name: Barbara Osborn

Home: (000) 000-0000

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 called to say that she is against Gold Canyon getting any type of increase. She said the sewer company told customers five years ago, there would never be a need to raise the rates. Customer also states that the smell and odors from the company are terrible.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up her comments and place them in the official record. Copy was also made for the docket. SW-02519A-06-0015. CLOSED.

End of Comments

Date Completed: 4/21/2006

Opinion No. 2006 - 51327