

SW 02519A-06-0015



0000048088

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4740

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51347

Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: John

Coburn

Account Name: John Coburn

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: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW 02519A-06-0015

Sent: Friday, April 21, 2006 9:02 AM
To: Bradley Morton
Subject: Gold Canyon Sewer rate increase request.

Mr. Morton,

Please read and circulate prior to final consideration of the GCSC rate hike request.

Let me know time and place for the meeting as well.

Regards,

John Coburn
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Monday, April 24, 2006 8:41 AM
Subject: RE: Gold Canyon Sewer rate increase request.

AZ CORP COMMISSION
DOCUMENT CONTROL

2006 APR 24 PM 2:56

RECEIVED

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Mr Coburn,

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

End of Comments

Date Completed: 4/24/2006

Opinion No. 2006 - 51347

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51348

Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: John

White

Account Name: John & Rita White

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: Friday, April 21, 2006 9:44 PM
To: Bradley Morton
Cc: Rmgravel@aol.com
Subject: Gold Canyon Sewer charges

Dear Brad,

We would like to register a complaint concerning the Gold Canyon Sewer Company's proposed rate increase from \$35 to \$70 per month.

Previous assurances were made by the company that rates would not increase due to their expansion program last year. \$70 per month is totally out-of-line compared with other communities and doubling the current rate is ridiculous. A controlled increase over several years would appear more reasonable.

We are not receiving any improvement in services and our MountainBrook Village community continues to fight odor problems from the plant.

Sincerely,

Jack and Rita White

[REDACTED]
Gold Canyon, AZ 85218

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Monday, April 24, 2006 8:59 AM

Subject: RE: Gold Canyon Sewer charges

Mr & Mrs White,

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

End of Comments

Date Completed: 4/24/2006

Opinion No. 2006 - 51348

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51350

Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Ladislav

Stulik

Account Name: Liadislav & Ann Stulik

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

[REDACTED]
Sent: Saturday, April 22, 2006 8:50 AM

To: Bradley Morton

Subject: COMPLAINT REGARDING GOLD CANYON SEWER COMPANY

TO ARIZONA CORPORATION COMMISSION:

JEFF-HATCHMILLER, CHAIRMAN
WILLIAM A. MUNDELL
MARC SPITZER
MIKE GLEASON
KRISTIN A. MAYES

PLEASE DON'T LET THEM DO THIS!!! WE ARE RETIRED AND ON A FIXED INCOME!!!!

THANK YOU,
LADISLAV AND ANN STULIK

[REDACTED]
GOLD CANYON, AZ 85218

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

From: Bradley Morton
Sent: Monday, April 24, 2006 9:21 AM
To: 'LADDIE ANN STULIK'
Subject: RE: COMPLAINT REGARDING GOLD CANYON SEWER COMPANY

Mr & Mrs Stulik,

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 will be aware of your concerns. If you have further issues please contact me.

End of Comments

Date Completed: 4/24/2006

Opinion No. 2006 - 51350

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51353

Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Roger G.

Dickey

Account Name: Roger G. Dickey

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

Sent: Saturday, April 22, 2006 11:00 AM

To: Bradley Morton

Subject: Sewer rates

When I first read a proposed rate hike I thought it was a joke. You can not possibly mean a more than double rate. I live in Mountainbrook Village where we have about 1600 homes and the vast majority of residents live on social security income.

When we bought here we anticipated that costs would rise with inflation. I can understand a 5% or even a 10% raise in certain rates for certain services. However, our budget prevents more than that. If the Sewer company does more than double the rate I will be forced to pay the current rate plus up to 10% and the company will have to put a lien on my home for the remainder each month. Otherwise such is impossible. Money is not there for fixed income people.

It is hard for me to believe that anyone with any sense at all could even consider such a blatant rate rise. Companies should be prepared to finance improvements and to pass on the costs to consumers a bit at a time.

What is going on here anyway???

Roger G. Dickey

[REDACTED]
Gold Canyon, AZ 85218

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Monday, April 24, 2006 9:37 AM
To: 'roger dickey'
Subject: RE: Sewer rates

Mr Dickey,

I am in receipt of your opinion regarding Gold Canyon Sewer Company rate case and 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: 4/24/2006

Opinion No. 2006 - 51353

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 51355Date: 4/24/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: Dion DwyerAccount Name: Dion & Sharon DwyerHome: (480) 000-0000Street: [REDACTED]Work:City: Gold CanyonCBR:State: AZ Zip: 85218is:Utility Company: Gold Canyon Sewer CompanyDivision: SewerContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

Docket No. SW 02519A-06-0015

[REDACTED]

Sent: Saturday, April 22, 2006 1:34 PM
 To: Bradley Morton
 Subject: Gold Canyon Sewer increase

Mr Morton,

I am a concerned Gold Canyon citizen writing to you in regards to the 101% rate increase the Gold Canyon Sewer Company is requesting. I am appalled at their request of an increase of this size. They had promised in writing prior to their expansion that there would be no rate increase for 5 years. I feel a request for an increase of this size is preposterous and unwarranted.

The citizens of Gold Canyon did not want the expansion, we wanted connection to the Superstition Mountain Facilities District. I live directly behind the Sewer Company and have been plagued with odors and noise from this facility since moving here. It has improved a little with the expansion but this facility should not even be here. It is within less than 1000 feet of residences and a commercial shopping plaza, it is not even within code. Gold Canyon Sewer was dumping illegal waste prior to the expansion and has been cited more than once by ADEQ. The fees we are currently paying for service are already high at \$35.00 per month. We should not have to pay more for them bringing their facility into compliance. I strongly hope you will decline their request.

Sincerely,

Dion & Sharon Dwyer
 [REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Gold Canyon, AZ 85218
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Monday, April 24, 2006 9:43 AM

Subject: RE: Gold Canyon Sewer increase

Mr & Mrs Dwyer,
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 will be aware of your concerns. If any further issues please contact me.
End of Comments

Date Completed: 4/24/2006

Opinion No. 2006 - 51355

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 51356Date: 4/24/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By:

Bob

Streit

Account Name:

Bob & Deanna Streit

Home: (480) 000-0000Street:

[REDACTED]

Work:City:

Gold Canyon

CBR:State:

AZ Zip: 85218

is:Utility Company: Gold Canyon Sewer CompanyDivision:

Sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No. SW 02519A-06-0015

[REDACTED]
Sent: Saturday, April 22, 2006 3:44 PM

To: Bradley Morton

Cc: Deanna

Subject: Gold Canyon Sewer Rate Increase.

Dear Sir:

We live in Gold Canyon and are served by Gold Canyon Sewer Corp. We understand that they are asking for a 100% rate increase. We find this to be totally unacceptable, particularly since their permit application for an expansion stated "higher sewer fees are not anticipated to finance the expansion." Also, in meetings with the public regarding the expansion they committed to no rate increases. GCSC probably is asking for an outrageous increase in hopes of getting a 50% increase. It may be time to hold their feet to the fire and deny them any increase.

Thank you for taking time to read this note.

Bob & Deanna Streit

[REDACTED]
Gold Canyon, Az.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

From: Bradley Morton
Sent: Monday, April 24, 2006 9:47 AM
To: 'Bob Streit'
Subject: RE: Gold Canyon Sewer Rate Increase.

Mr & Mrs Streit,

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. If further issues please contact me.
End of Comments

Date Completed: 4/24/2006

Opinion No. 2006 - 51356

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51357

Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Marilyn Last: Johnson

Account Name: Marilyn Johnson

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: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW 02519A-06-0015

[REDACTED]
Sent: Sunday, April 23, 2006 7:01 AM
To: Bradley Morton
Subject: GCWWTF Case # Docket No. SW-02519A-00-0638

My husband and I are residents of Gold Canyon in Mountainbrook Village. My husband is disabled as a result of a major stroke. We have recently been made aware that the sewer fees in Gold Canyon will be doubling from \$ 35.00 per month to \$ 70.00 per month.

I understand that costs increase for most goods and services every year but it seems unreasonable to me that the fees for a single family house should be doubling. There is new construction occurring and new developments under consideration in the area. It does not seem fair that we should assume the burden/costs for the sewer fees for these new homes/businesses. Sharing in the costs is understandable but now having to pay \$840 per year for sewer fees will be a true burden for many of Mountainbrook residents who are on a fixed income.

Thank you for your consideration of our concerns. I hope that there can be a compromise which will not cost each resident an additional \$ 420 per year.

Sincerely
Marilyn Johnson
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

From: Bradley Morton
Sent: Monday, April 24, 2006 9:51 AM

Subject: RE: GCWWTF Case # Docket No. SW-02519A-00-0638

Mrs Johnson,

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 will be aware of your concerns. Please contact me if you have further issues.

End of Comments

Date Completed: 4/24/2006

Opinion No. 2006 - 51357

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 - 50964

Date: 4/7/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Larry D.

Graham

Account Name: Larry D. Graham

Home: (000) 000-0000

Street: [REDACTED]

Work: [REDACTED]

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:

*****Docket No SW-02519A-06-0015*****

Customer wrote the following to the Commission -

4/5/06

Arizona corporation commission

Dear Sir/Madam:

As a homeowner in Mountainbrook Village, I respectfully ask you to decline the request from Gold Canyon Sewer Company (Algonquin Water Resources) for a rate increase. It is not merited and not justified.

Please send GCSC a message that they must live up up their word. They promised no rate increases in 2002. They have done an awful job of managing the facility. Please do not reward them in compliance and dishonesty.

Thanks for your consideration,

Larry D. Graham

[REDACTED]
Gold Canyon, AZ 85218

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Entered customer comments for the record and with the Docket in this matter. Replied to customer with the following letter -

Dear Mr. Graham:

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:

Opinion No. 2006 - 50964

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51349

Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Guy C.

Brown

Account Name: Guy C. Brown & Mathis H. M. Giebels

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/20/2006 - E-Mail Received:

RE: SW-02519A-06-0015

From: Guy Brown & Mathie Giebels [REDACTED]

Sent: Thursday, April 20, 2006 10:22 AM

To: Utilities Div - Mailbox

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

Attn Mr. Jeff Hatch-Miller Chairman.....

Dear Mr. Hatch-Miller:

As residents of Gold Canyon, Arizona and a customer of the Gold Canon Sewer Company (GCSC), we are writing this letter to you in opposition to the GCSC's request to increase our cost from \$35 to \$70.34 per month for our residential sewer service.

From our personal standpoint and from information available to us, we cannot find any 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 less than \$240 and GCSC charges us \$420 to discharge it through the sewer system, even though we use it's services only 6 months per year. We firmly believe the \$35 per month charge is already exorbitant; in fact we have twice, with no luck, tried to get some kind of a discount for the months that we are not in residence in Gold Canyon.

The GCSC odor problem has not been solved. The odor is quite apparent on some days in and about our home, but more frequently on the golf course adjacent to the sewer plant, Basha's store next to it and on Highway 60 when passing by. The GCSC should be ashamed for making such untrue claims while the truth, proving the contrary, is so easy to confirm with your nose!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

We understand that GCSC's charter or grant to do business in Gold Canyon allows them to earn a very fair 10% profit. If that is correct, we 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,

Guy C Brown &
Mathis H. M. Giebels

[REDACTED]
[REDACTED]
End of Complaint

Utilities' Response:

n/a
End of Response

Investigator's Comments and Disposition:

4/24/2006 - E-Mailed to Customer:

April 24, 2006

Good Morning Mr. Brown & Mr. Giebels,

I am writing to acknowledge your email regarding Gold Canyon Sewer Company and their request to increase rates.

The Arizona Corporation Commission appreciates the time you have taken to express your comments in this matter.

The concern raised in letters received from customers will assist the Commission in the investigation and review of the rate application.

Your comments have been noted and will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record, Docket # SW-02519A-06-0015.

The Commission will consider your comments and concerns before a decision is rendered in the Gold Canyon Sewer Company application.

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Utilities Division

[REDACTED]
End of Comments

Date Completed: 4/24/2006

Opinion No. 2006 - 51349

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51377

Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Lyle & Jill

Brewer

Account Name: Lyle & Jill Brewer

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip [REDACTED]

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/21/06 - Correspondence Received:

RE: SW-02519A-06-0015

April 19, 2006

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

Subject: Complaint of Gold Canyon Sewer Company Proposed Rate increase

To Commission Members: Jeff Hatch-Miller, Chairman
William A. Mundell
Marc Spitzer
Mike Gleason
Kristin A. Mayes

This letter is in reference to the proposed rate increase by the Gold Canyon Sewer Company. We really don't know how they can justify this outlandish rate increase of 100%, especially since the odor problem has NOT been resolved. We play golf at the Mountain Brook Golf course three times a week. Last Sunday, Easter Sunday, the odor from the Sewer Company was very noticeable on the tee box of holes number 12 and 14. This odor was also noticeable at the same spots on Thursday, April 13, 2006. There were many other times that the odor was very noticeable, but unfortunately we do not have specific dates. We just know the problem has not been solved.

An increase of this magnitude, if approved would be a long term financial hard-ship on us as well as many people in Mountain Brook Village as well as other people and places served by Gold Canyon Sewer Company.

The cost of capital improvement projects should not be borne on the backs of customers of this utility. I strongly

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

urge this Commission to refuse any rate increase for Gold Canyon Sewer Company until they live up to ALL previous commitments.

Sincerely,

Lyle & Jill Brewer
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/24/06 - Correspondence mailed to Customer:

April 24, 2006

Lyle & Jill Brewer
[REDACTED]

RE: GOLD CANYON SEWER COMPANY:

Your letter regarding the Gold Canyon Sewer 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 Gold Canyon Sewer 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 toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/24/2006

Opinion No. 2006 - 51377

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51382

Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Lois

Sutton

Account Name: Lois Sutton

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. SW02519A-06-0015

Consumer against rate increase as being too high when odor problem still exists. Consumer feels developers should be charges some kind of one time fee for each new unit built.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Explained docket and rate case procedure.

End of Comments

Date Completed: 4/24/2006

Opinion No. 2006 - 51382

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51381

Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Kathy Last: Schumacher

Account Name: Kathy Schumacher Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Gold Canyon CBR: [REDACTED]

State: AZ Zip: 85218 is: [REDACTED]

Utility Company: Gold Canyon Sewer Company

Division: Sewer

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

Nature of Complaint:

Docket No. SW02519A-06-0015

Consumer against rate increase as being too high when odor problem still exists.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Explained docket and rate case procedure.

End of Comments

Date Completed:

Opinion No. 2006 - 51381

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51380

Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Harvey

Cook

Account Name: Harvey Cook

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. SW02519A-06-0015

Consumer against rate increase as being too high when odor problem still exists.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Explained docket and rate case procedure.

End of Comments

Date Completed: 4/24/2006

Opinion No. 2006 - 51380

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51379

Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: R. K. Last: Ouellette

Account Name: R.K. Ouellette

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. SW02519A-06-0015

[REDACTED]

Sent: Monday, April 24, 2006 11:09 AM
To: Bradley Morton
Subject: Gold Canyon Sewer

Dear Mr. Morton

We are very upset by the proposed rate increase to our sewer bill. We feel the monthly fee is high at \$35 and are strongly against any increase in fees. Please make every effort to fight this increase. Thank you.

Mr and Mrs R K Ouellette
[REDACTED]
Gold Canyon, AZ 85218
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Monday, April 24, 2006 12:28 PM
[REDACTED] e'
Subject: RE: Gold Canyon Sewer

Mr & Mrs Ouellette,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 are aware of your concerns. Please contact me if any further issues.
End of Comments

Date Completed: 4/24/2006

Opinion No. 2006 - 51379

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51376

Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Bob

Sjolin

Account Name:

Bob & Sally Sjolin

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:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No. SW02519A-06-0015

[REDACTED]

Sent: Monday, April 24, 2006 8:44 AM

To: Bradley Morton

Subject: Complaint

NO Gold Canyon Sewer Company price increase of double what we are currently paying, and no price break for residents who only maintain residency for six months. This is NOT right. The sewer company told Gold Canyon residents that they would clean up the smell at "No Extra Cost" to its residents. Make them live up to "Their" words.

If anything, the increase should not be more than 5-6 percent. That seems to be reasonable and fair to both sides.

Thank you,

Bob & Sally Sjolin

Mountainbrook Village Homeowners

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Monday, April 24, 2006 12:14 PM

[REDACTED]

Subject: RE: Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Mr & Mrs Sjolín,

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 further issues.

End of Comments

Date Completed: 4/24/2006

Opinion No. 2006 - 51376

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51385

Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Charles

Hankins

Account Name: Charles hankins

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. SW02519A-06-0015

Consumer against rate increase as being too high when odor problem still exists.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Explained docket and rate case procedure.

End of Comments

Date Completed: 4/24/2006

Opinion No. 2006 - 51385

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51386

Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Charles L. & Alice C. Parcell

Account Name: Charles L. & Alice C. Parcell

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/21/06 - Correspondence Received:

RE: Docket# SW-02519A-06-0015

Marc Spitzer, Commissioner
Arizona Corporation Commission
Phoenix, AZ

Gold Canyon, AZ
April 20, 2006

RE: Gold Canyon Sewer Company

Greetings Commissioner Spitzer:

I suspect you may be a bit weary of reading about this subject so I apologize in advance. But I want you to know that, as a permanent resident of Gold Canyon, I am opposed to the proposed sewer tax increase in our community of Gold Canyon.

The Gold Canyon Sewer Company suggested that there would be no increase in fees when they received your approval to rebuild and expand their plant on highway 60. They suggested, among other things, that increased use by new home owners and business construction in our growing communities would increase their revenue.

They have not completed "construction". There is a continuing serious odor problem for nearby homes and businesses, notably in the MountainBrook community.

About 40% of our population here in MountainBrook leave the area for 4 to 6 months of the summer season but the monthly charge continues whether we are here or not. Meanwhile, company expenses are reduced to reflect a substantially decreased utilization of their service while charging the same fee.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

An alleged statement by their representative is that the law entitles them to a rate increase. I have no objection to an increase of reasonable proportions such as 10% if they have earned it, but not a 100% increase.

It would seem to me that an audit of their business is necessary to determine what if any, rate increase is appropriate. If, for example, if they have misspent money should they profit from mismanagement?

Thank you for your consideration of this request.

Charles L. & Alice C. Parcell


End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

4/24/06 - Correspondence mailed to Customer:

April 24, 2006

Charles L. & Alice C. Parcell


RE: GOLD CANYON SEWER COMPANY:

Your letter regarding the Gold Canyon Sewer 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 Gold Canyon Sewer 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 toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Utilities Division


End of Comments

Date Completed: 4/24/2006

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51369

Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Howard & Madonna Knutson

Account Name: Howard & Madonna Knutson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip [REDACTED]

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/21/06 - Correspondence Received:

RE: Docket # SW-02519A-06-0015

04/19/06

To Commissioners

Jeff Hatch-Miller, Chairman William A. Mundell, Marc Spitzer, Mike Gleason and Kristin A. Mayes

It has come to our attention that the Gold Canyon Sewer Co. wants to double our monthly sewer rate from \$35.00 per month to \$70.00. This is a way out of line rate increase. There was an assurance from the company that there would be no raise in rates related to their modifications to correct odor etc. The monthly rate was raised to a high \$35.00 in 2002. Now to consider doubling that rate to \$70.00 is really outrageous.

Please consider no rate change. There are more people in this area now to support the Sewer Co. without this giant raise.

Thank you for your attention and consideration.

Howard & Madonna Knutson

[REDACTED]

Mountain Brook Village

End of Complaint

Utilities' Response:

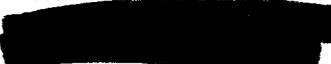
Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4/24/06 - Correspondence mailed to Customer:

April 24, 2006

Howard & Madonna Knutson


Mountain Brook Village

RE: GOLD CANYON SEWER COMPANY:

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Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Utilities Division


End of Comments

Date Completed: 4/24/2006

Opinion No. 2006 - 51369
