

3W 02519A-06-0015

ORIGINAL



0000049085

ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

4700

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51141 Date: 4/14/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: Robert O'Gorman

Account Name: Robert O'Gorman 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:

Consumer against such a high rate increase, he is a snowbird from Minnesota. He fels developers should absorb these costs.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Explained docket procedure and that Commissioners will be made aware of his concerns.

\*End of Comments\*

Date Completed: 4/14/2006

Opinion No. 2006 - 51141

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2006 APR 17 A 9:24  
AZ CORP COMMISSION  
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51143

Date: 4/14/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Hazel

Freeland

Account Name: Hazel Freeland

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

From: Hazel Freeland [REDACTED]  
Sent: Friday, April 14, 2006 4:01 PM  
To: Bradley Morton  
Subject: Gold Canyon Sewer

Hi Mr. Morton:

After reading about the scam Gold Canyon Sewer is trying to pull, we felt compelled to write to you. We understand the need for price increases for utilities, We both work for Fountain Hills Sanitary District as the Administrative Services Manager and the Field Services Manager respectively. Fountain Hills Sanitary District is a Special District of the State of Arizona. The sewer rates there are currently \$57 per quarter (\$18.50 per month). We too bill flat rate as the water company there is private. In light of the fact that cost of living has increased nationally 5.64%, I can understand Gold Canyon Sewer asking for an increase, but not 101%! That is an outrage! Expansion of the plant should be paid for by the developers and new tie-ins to the sewer. The expansion is due to increasing population and building. So by all means, increase your development fees, but not the user fees.

I feel confident that the Corporation Commission understands this request from Gold Canyon Sewer is out of line. How about suggesting a 5% increase in user fees and get the money they require to pay for the expansion from new development. Even though they told residents there would be no increase for 5 years, I feel the residents would understand a much smaller cost of business increase over a 101% increase.

\$70.34 a month - A MONTH to flush? That's laughable! Even \$35.00 a month is high for Arizona. I've checked the rates around the State.

Best Regards,

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Hazel Freeland & Bill Cunningham  
Gold Canyon Resident  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

From: Bradley Morton  
Sent: Friday, April 14, 2006 4:09 PM

[REDACTED]  
Subject: RE: Gold Canyon Sewer

Ms Freeland,

I am in receipt of your opinion regarding the Gold Canyon Sewer Company rate case and will docket it so it becomes part of the record and the Commissioners are aware of your concerns. If there are further issues please contact me.

\*End of Comments\*

Date Completed: 4/14/2006

Opinion No. 2006 - 51143

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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 - 51142

Date: 4/14/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Larry

Hansch

Account Name:

Larry Hansch

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 against such a high rate increase

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Explained docket procedure and that Commissioners will be made aware of his concerns.

\*End of Comments\*

Date Completed: 4/14/2006

Opinion No. 2006 - 51142

3W 02519A-06-0015

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: (602) [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51166

Date: 4/17/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Gary

Smith

Account Name: Paula & Gary Smith

Home: (000) 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

From: [REDACTED]

Sent: Monday, April 17, 2006 9:42 AM

To: Bradley Morton

Subject: Gold Canyon Sewer District

We are writing to express our outrage at the request of the Gold Canyon Sewer District to increase our usage fees by 101%. As winter residents of Montesa in Gold Canyon, we believe that an increase of this magnitude is unreasonable and needs to be rectified. We want all alternatives to be considered in this matter and resolved in a fair and equitable manner for all residents of the Gold Canyon community.  
Thank you.

Sincerely,  
Paula and Gary Smith

Gary Smith  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Monday, April 17, 2006 11:25 AM

[REDACTED]  
Subject: RE: Gold Canyon Sewer District

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Mr & Mrs Smith,

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: 4/17/2006

Opinion No. 2006 - 51166

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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 - 51165

Date: 4/17/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Allen

Fritz

Account Name:

Allen Fritz

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 called to advise he is againts such a high rate increase.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Explained docketing and rate case process.

\*End of Comments\*

Date Completed: 4/17/2006

Opinion No. 2006 - 51165

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50794

Date: 4/3/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: Robert E. Greggs

Account Name: Robert E. & Monabel T.Greggs 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: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW 02519A-06-0015

[REDACTED]  
Sent: Sunday, April 02, 2006 2:39 PM  
To: Bradley Morton  
Subject: Gold Canyon Sewer Rate

Dear Mr. Morton:

As you know, our sewer provider has applied for a 101% monthly increase in our sewer rates. Ostensibly this increase is to recover renovation costs on their facility on U.S. 60 just east of Basha's plaza in Gold Canyon; even though they told residents that no increase in sewer rates would be necessary.

We don't know what areas that they serve in addition to our Mountainbrook Village Community but they can't attribute the "extra Expenses" to our community since no new houses have been built here in 5 or 6 years.

Fully half of our residents leave Mountainbrook in April and return in late fall or early winter. They pay the full sewer rate year 'round even though they aren't using the sewer for 7 or 8 months each year.

To add insult to injury, on any given night at dusk, our community is inundated with sewer odors. It seems that whatever they are doing to cause the stench, they wait until regulatory offices are closed to avoid repercussions.

We have all lived long enough to realize that any business must raise their rates occasionally, but when a public utility tries to extort money to this extent from residents who have no choice but to use their services, we have no options other than to appeal to the ACC for relief.

Thank you for your consideration of our position.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Robert E. & Monabel T. Greggs

Gold Canyon, ASZ. 85218

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Monday, April 03, 2006 11:09 AM

Cc: Bradley Morton

Subject: RE: Gold Canyon Sewer Rate

Dear Mr & Mrs Greggs,

Your opinion regarding the pending Gold Canyon Sewer Company rate case has been received and I have Docketed your opinion so that it is part of the rate case information and the Commissioners are aware of your valuable opinion. Let me know if I can be of further assistance

\*End of Comments\*

Date Completed: 4/3/2006

Opinion No. 2006 - 50794

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ARIZONA CORP. COM.  
TUCSON, AZ

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APR 04 2006

ARIZONA CORP. COM.  
TUCSON, AZ

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

**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2006 - 51161**Date:** 4/17/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:**

John

Burton

**Account Name:**

John &amp; Mary Burton

**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]  
 GoldCanyon,Az. 85218 APR 13 2006  
 April 10, 2006

Arizona Corporation COMmission  
 Director of  
 Brad Morton  
 Arizona Corporation-Utility Commission  
 1200 Washington St. Suite 206  
 Phoenix , Az. 852007

Dear Mr. Morton;

My wife and I are residents of Gold Canyon for seven months each year. We are customers of Gold Canyon Sewer Company and we pay a monthly sewer fee of \$35.00 every month of the year. We have felt that this fee is quite extravagant and excessive but we have no choicc but to pay it,as do all Gold Canyon residents. We have been informed that G.C. Sewer is seeking a 101% rate increase in the monthly rate. This is the most stunning one time increase we have ever heard of from any company in any state for any service atanytime inourlives. We and our neighbors are stunned and in disbelief. Many feel, as we do, that this would present a hardship for us. We hope that the Arizona Corporation-Utility Commission will look upon this rate increase unfavorably and deny it.

We understand that rates for services are not static and if an increase is warranted that it would be of a much more modest percentage. Our actual feeling is that the rates as they are charged now are excessive and should, in fact, be reduced. Recently I called your office and left a message for you, asking for your address. I received a very prompt call back from you with the requested information. I want to thank you for your courteous response and I very much appreciated that you took the time to do this. I hope you will consider this letter as you deliberate on this matter. Thank you for taking the time to review it. If possible, we would welcome a response

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

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when a decision is made. When you are having hearings on the matter we will not be in Arizona  
Sincerely,  
John & Mary Burton  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

April 17, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

☐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 [REDACTED]

☐☐☐☐☐Sincerely,  
☐☐☐☐☐Bradley G. Morton  
☐☐☐☐☐Consumer Service Specialist  
☐☐☐☐☐Utilities Division  
\*End of Comments\*

**Date Completed: 4/17/2006**

**Opinion No. 2006 - 51161**

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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 - 51159

Date: 4/17/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Audrey

Waugh

Account Name: Audrey Waugh

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 against such a high rate increase, claims plant still produces odors.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Docket process explained, my name and number provided for further issues.

\*End of Comments\*

Date Completed: 4/17/2006

Opinion No. 2006 - 51159

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51146

Date: 4/17/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Lois J

Morgan

Account Name: Lois J Morgan

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. WS 02519A-06-0015

From: Lois Morgan [REDACTED]  
Sent: Friday, April 14, 2006 4:58 PM  
To: Bradley Morton  
Subject: Gold Canyon Sewer Company

Dear Sir:

As a resident in Gold Canyon I'm appalled at the request Algonquin Water Services has made to an increase in our sewer rates. When I first moved to this area I found the \$35.00 per month fee for sewer service to be extremely high. As a long term resident in the State of Arizona I had never experienced a sewer rate of this magnitude.

I find this requested raise to \$70.34 is one of extreme. We did not ask this company to expand this facility nor did we ask them to make a multi-million dollar project.

This facility was built to service Mountain Brook Village not many other areas that the present Company decided to service.

I sincerely hope the Corporation Commission denies this outrageous request by Algonquin Water Services. Thank you for your consideration.

Sincerely, L. J. Morgan

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton  
Sent: Monday, April 17, 2006 7:24 AM  
To: 'Lois Morgan'  
Subject: RE: Gold Canyon Sewer Company

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Ms. Morgan,

I am in receipt of your opinion regarding the Gold Canyon Sewer Company rate case, I 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 concerns.  
\*End of Comments\*

Date Completed: 4/17/2006

Opinion No. 2006 - 51146

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days

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**Opinion No.** 2006 - 51155 **Date:** 4/17/2006**Complaint Description:** 08A Rate Case Items - Opposed**Complaint By:** **First:** Pam **Last:** Sessler**Account Name:** Pam Sessler **Home:** (480) 000-0000**Street:** n/a **Work:****City:** Gold Canyon **CBR:****State:** AZ **Zip:** 85218 **is:**

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**Utility Company:** Gold Canyon Sewer Company**Division:** Sewer**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No. WS 02519A-06-0015

From: PAM SESSLER [REDACTED]  
Sent: Monday, April 17, 2006 7:22 AM  
To: Bradley Morton  
Subject: Sewer rates

Dear Mr. Morton,

May I suggest that sewer use should be measured and charged accordingly. A flat rate for all users is not discriminating of actual use. Please consider this alternative.

Sincerely, Mrs. Ed Sessler  
\*End of Complaint\***Utilities' Response:****Investigator's Comments and Disposition:**From: Bradley Morton  
Sent: Monday, April 17, 2006 8:58 AM  
To: 'PAM SESSLER'  
Subject: RE: Sewer rates

Mr Sessler,

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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part of the rate case and the Commissioners are aware of your concerns. If you have further issues please contact me.

\*End of Comments\*

Date Completed: 4/17/2006

Opinion No. 2006 - 51155

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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 - 51154Date: 4/17/2006Complaint Description:      08A Rate Case Items - OpposedFirst:Last:Complaint By:      **Manfred****Helpser**Account Name:      Manfred helpserHome: (480) 000-0000Street:      n/aWork:City:      Gold CanyonCBR:State:      AZ      Zip: 85218is:Utility Company.      **Gold Canyon Sewer Company**Division:      SewerContact Name:      [REDACTED]Contact Phone:      [REDACTED]Nature of Complaint:

Docket No. WS 02519A-06-0015

From: Manfred Helpser [REDACTED]

Sent: Sunday, April 16, 2006 6:48 AM

To: Bradley Morton [REDACTED]

Subject: Fw: Gold Canyon Sewer Company Proposed Sewer Rate

Dear Mr. Morton,

As a permanent resident of MountainBrook Village, I take exception to this intended rate hike and urge you to thoroughly investigate the Gold Canyon Sewer Company's justification for the 100% hike. I suggest that your investigation should start with the \$ 35.00 per month charge and its justification toward the 10% profit that has been mentioned. Then, the rationale for the 100% rate hike on top of the \$ 35.00 should be broken down between their effort to remove the smell and the enlargement of the facility itself to handle additional customers. I believe that additional homeowners requesting service should pay a special one time fee for the cost of the enlargement of the facility. To my knowledge, in order to handle growth, this approach has been used in other municipalities in the Valley. In my opinion this is fair and makes sense.

Thank you.

Sincerely, Manfred Helpser

\*End of Complaint\*

Utilities' Response:Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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From: Bradley Morton  
Sent: Monday, April 17, 2006 8:51 AM  
To: 'Manfred Helsper'  
Subject: RE: Gold Canyon Sewer Company Proposed Sewer Rate

Mr Helpser,

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

\*End of Comments\*

Date Completed: 4/17/2006

Opinion No. 2006 - 51154

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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 - 51153 Date: 4/17/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Dave Last: Rich

Account Name: Dave Rich 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. WS 02519A-06-0015

From: Bradley Morton  
Sent: Monday, April 17, 2006 8:43 AM  
To: 'Patrick Dennis'  
Subject: RE: Gold Canyon Sewer Rate Increase Proposal

Mr & Mrs Dennis,

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 rate case and the Commissioners will be aware of your concerns. Please contact me if any further issues.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton  
Sent: Monday, April 17, 2006 8:47 AM  
To: 'Dave Rich'  
Subject: RE: Sewer Utility Costs

Mr Rich,

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. If further issues please contact me.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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\*End of Comments\*

Date Completed: 4/17/2006

Opinion No. 2006 - 51153

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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 - 51152

Date: 4/17/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Patrick Last: Dennis

Account Name: Patrick & Candi Dennis

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. WS 02519A-06-0015

From: Patrick Dennis [REDACTED]

Sent: Saturday, April 15, 2006 12:56 PM

To: Bradley Morton

Subject: Gold Canyon Sewer Rate Increase Proposal

Mr. Morton,

My wife and I would like to join our voices to the many I am sure you have already heard protesting the uncalled for proposed rate increase by Gold Canyon Sewer. For Algonquin Power Income Fund to even ask for a 101% increase is unjustified and unmerited.

The fact their leadership out and out lied to us three years ago and now have the audacity to come before the ACC with such an outrageous request represents corporate arrogance at its worst and should be treated as such by the commission.

As I understand it two hearings are scheduled in September - the 18th and 25th - both of which are on a Monday which is a work day for many of us. Could there not be a hearing scheduled in the evening or on a Saturday so more residents could be heard without having to be penalized by taking off work?

If this request is allowed to go through it will be a clear message to all disingenuous utility managers that the ACC will not stand up for the people and they are free to gouge and rate pillage unfettered by your commission.

Gold Canyon residents are relatively few but strong willed. We will not have Algonquin's effluent forced down our throats and into our pocketbooks without a fight.

Thank you for your interest and response. Respectfully,

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Patrick and Candi Dennis  
[REDACTED]

Gold Canyon  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton  
Sent: Monday, April 17, 2006 8:43 AM  
To: 'Patrick Dennis'  
Subject: RE: Gold Canyon Sewer Rate Increase Proposal

Mr & Mrs Dennis,

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 rate case and the Commissioners will be aware of your concerns. Please contact me if any further issues.

\*End of Comments\*

Date Completed: 4/17/2006

Opinion No. 2006 - 51152

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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 - 51151

Date: 4/17/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Tom

Campbell

Account Name: Tom Campbell

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. WS 02519A-06-0015

[REDACTED]

Sent: Saturday, April 15, 2006 11:24 AM  
To: Bradley Morton  
Subject: Gold Canyon Sewer

Gold Canyon Sewer Company flat out LIED to residents of Gold Canyon when asking for permission to expand. I was personally at two of the meetings and when asked if there would be rate increases the answer was NO on both occasions. I do not have a problem with a company making a profit on their investment as they obviously should. However; 100% rate increase is out of the question. Let them have their increases over 5 or 6 years.

Tom Campbell  
Gold Canyon, AZ  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton  
Sent: Monday, April 17, 2006 8:24 AM  
[REDACTED]  
Subject: RE: Gold Canyon Sewer

Mr Campbell,

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 I will docket it so it is part of the case and the Commissioners will be aware of your concerns. Please contact me should you have further issues.

\*End of Comments\*

Date Completed: 4/17/2006

Opinion No. 2006 - 51151

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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 - 51150

Date: 4/17/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Ronald

Rosenhahn

Account Name: Ronald Rosenhahn

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. WS 02519A-06-0015

From: RONALD ROSENHAHN [REDACTED]

Sent: Saturday, April 15, 2006 1:42 AM

To: Bradley Morton [REDACTED]

Subject: 110% raise in sewer rates in Gold Canyon

It is interesting to note that the Gold Canyon sewer company first lied to the residents of Gold Canyon that sewer rates were "not anticipated" to rise if they expanded the Gold Canyon facility. (The residents were opposed to the expansion at the time)

Now they are using the excuse that "Arizona law allows for a fair return on the fair value of the property." It appears that using the law for deceit and falsehood to the residents of Gold Canyon should not be tolerated by the corporate commission.

While not knowing the costs of such a move, perhaps the residents of Gold Canyon should investigate if the Superstition Mountain Facilities District in Apache Junction is still an option.....rather than being "raped" by the so called Gold Canyon sewer company.

It also appears to this resident of Gold Canyon, that our elected officials should not tolerate this kind of poor business practice and outright deceit to its citizens of Arizona.

Ron & Ardeth Rosenhahn [REDACTED]

Gold Canyon, AZ 85218

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton  
Sent: Monday, April 17, 2006 8:20 AM  
To: 'RONALD ROSENHAHN'  
Subject: RE: 110% raise in sewer rates in Gold Canyon

Mr Rosenhahn,

I am in receipt of your opinion regard the Gold Canyon Sewer Company rate case and I 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: 4/17/2006

Opinion No. 2006 - 51150

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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 - 51148**Date:** 4/17/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:**

Jerry

Clinite

**Account Name:**

Jerry &amp; Judy Clinite

**Home:** [REDACTED]**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. WS 02519A-06-0015

**From:** [REDACTED]**Sent:** Friday, April 14, 2006 10:37 PM**To:** Bradley Morton**Subject:** Gold Canyon Sewer Company Requested Rate Increase

Dear Mr. Morton,

We are very concerned that the 1,659 residents of our adult community, MountainBrook Village are facing a potential 100% increase in sewer rates. Many residents are on fixed incomes.

We do not understand how rationale officials could have permitted the sewer facility to remain and expand on a tiny parcel of ground bordered by MountainBrook, Route 60, and the Basha's Grocery Center in the first place. Now, the ownership is trying to double the rate for a utility service that cannot be shopped (for a more efficient supplier) by its customers ... when utility management promised that the costs would be covered by additional customers from the rapid growth in our area.

Of course, in real life it's all about money. All is fair in war and business. As always, the people end up footing the bill.

We hope that the Corporation Commission will act with reason and responsibility in the public's interest. Corporations should not be allowed to recover the costs of their investments if those investments were for a solution that does not serve the needs of its customers and does not meet the financial goals of the corporation that made the investment.

The little facility that was built by Shea Homes to service only our 1,659 homes should have been retired and

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

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replaced by a large, efficient facility away from residences and shopping centers ... a facility capable of meeting the needs of our area as tens of thousands of connections are made in the coming years.

The Gold Canyon Sewer Company invested \$10,000,000 unwisely ... from their standpoint and ours.

Please don't reward them for doing so by doubling their rates for present customers.

Thank you for your consideration of our concerns.

Jerry & Judi Clinite

[REDACTED]  
[REDACTED]  
[REDACTED]

"It's a beautiful day in MountainBrook  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

From: Bradley Morton  
Sent: Monday, April 17, 2006 7:40 AM  
To: 'JERALD CLINITE'  
Subject: RE: Gold Canyon Sewer Company Requested Rate Increase

Mr & Mrs Clinite,

I am receipt of your opinion regard the Gold Canyon Sewer Compy, I will docket it so it is part of the rate case and the Cimmissioners are aware of your concerns. Please contact  
\*End of Comments\*

**Date Completed: 4/17/2006**

**Opinion No. 2006 - 51148**

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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 - 51147

Date: 4/17/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: William Last: Harris

Account Name: William & Lynne Harris

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. WS 02519A-06-0015

[REDACTED]

Sent: Friday, April 14, 2006 8:37 PM

To: Bradley Morton

[REDACTED]

Subject: (no subject)

As homeowners in Gold Canyon we are opposed to the proposed rate increase by the Gold Canyon Sewer Co.

Lynne and William Harris

[REDACTED]

Gold Canyon Az. 85218

[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Monday, April 17, 2006 7:35 AM

[REDACTED]

Subject: RE: (no subject)

Mr & Mrs Harris,

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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I have received your opinion regarding the Gold Canyon Sewer Company rate case, I have docketed it so it is part of the rate case and the Commissioners are aware of you concerns. Please contact me if any further issues.  
\*End of Comments\*

Date Completed: 4/17/2006

Opinion No. 2006 - 51147

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