



ORIGINAL

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

4700

Investigator: Carmen Madrid Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52122 Date: 5/18/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Aldine Last: Grindy

Account Name: Aldine Grindy Home: [REDACTED]

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:

Consumer is opposed to the rate increase proposed by Gold Canyon Sewer Co. She states that the rates are too high as it is. She states that they were told when the sewer was installed they were guaranteed no raises. She states that there are still odors in the air.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/18/06 Customer informed that opinion would be noted and filed in docket SW-2519A-06-0015. closed
End of Comments

Date Completed: 5/18/2006

Opinion No. 2006 - 52122

RECEIVED
2006 MAY 18 10 42 23
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 - 52114

Date: 5/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Sandra

Cordasco

Account Name: Sandra Cordasco

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, on a fixed income.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketing and rate case process explained. Explained Commissioners will be made aware of his concerns.

End of Comments

Date Completed: 5/18/2006

Opinion No. 2006 - 52114

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52113

Date: 5/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: John

Green

Account Name: John Green

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, on a fixed income.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketing and rate case process explained. Explained Commissioners will be made aware of his concerns.
End of Comments

Date Completed: 5/18/2006

Opinion No. 2006 - 52113

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52112 Date: 5/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First: Last:

Complaint By: Gerald Hahm

Account Name: Gerald Hahm

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, on fixed income.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docket procedure and rate case process explained to consumer. Confirmed Commissioners will be aware of his concerns.

End of Comments

Date Completed: 5/18/2006

Opinion No. 2006 - 52112

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52117

Date: 5/18/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Steve Last: Rolling

Account Name: Steve & Pat Rolling

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: Thursday, May 18, 2006 11:12 AM
To: Bradley Morton
Subject: Complaint (Docket SW-02519A-00-0638)

Dear Brad:
This is to voice our complaint regarding the proposed rate increase case (Docket no. SW-02519A-00-0638).

We have no problem with a company making a fair profit on their services but a 101% increase sounds like price gouging. We realize that GCSC made a substantial investment, but most businesses do the same and recoup this investment over a period of time.

Thank you for your help.

Steve and Pat Rolling
[REDACTED]
Gold Canyon, AZ 85218

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

From: Bradley Morton
Sent: Thursday, May 18, 2006 11:45 AM
Subject: RE: Complaint (Docket SW-02519A-00-0638)

Dear Mr & Mrs Rolling,

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.

Sincerely,
Bradley G. Morton
End of Comments

Date Completed: 5/18/2006

Opinion No. 2006 - 52117

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52104

Date: 5/17/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Wayne & Joyce Cole

Account Name: Wayne & Joyce Cole

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:

Contact Name: 0000

Contact Phone: 0000

Nature of Complaint:

Received following letter dated 5-9-06:

Dear Commission Members:

We are writing to express our concern and disappointment in the proposal by Gold Canyon Sewer to double our monthly usage fees.

This just doesn't seem possible that a company can do this! We were somewhat shocked when we moved here that we had to pay \$35 a month for sewer service alone. We moved here from Des Moines, Iowa where we received a bill for each month for water, sewer, and garbage that was only a few dollars more than what we pay for just sewer here. It's hard to not go on and on..but we won't. There will many fingers pointed at Gold Canyon Sewer for the stink they have started here. And by the way, they still need to work on the odor problems at their plant. It is awful! Just drive by on US 60 at all times of the day.

Thank you for hearing our complaint.

Wayne & Joyce Cole

[REDACTED]
Gold Canyon, Az 85218

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5-17 I replied back to the customer with the following letter:

May 18, 2006

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Mr. and Mrs. Wayne and Joyce Cole

Gold Canyon, Arizona 85218

Dear Mr. and Mrs. Cole:

I received your letter dated May 1, 2006 regarding the proposed rate increase application for Gold Canyon Sewer Company ("GCSC"). I appreciate the time that you have taken to express your comments regarding this matter.

Your letter regarding the GCSC rate case has been entered into our database and filed with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commissioners will consider your comments before a decision is rendered in the GCSC application.

The concerns raised in letters received from customers will assist the Commission in the 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.

You may call me toll free [REDACTED] if you have any questions regarding this matter.

Sincerely,

Reg Lopez

Public Utilities Consumer Analyst II

Utilities Division-Tucson Office

:rjl

5-18 Sent to John LaPorta to have this OPINION docketed. File closed.

End of Comments

Date Completed: 5/18/2006

Opinion No. 2006 - 52104
