



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Brad Morton

Phone: [REDACTED]

Fax: (602) [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52129 Date: 5/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First: Last:

Complaint By: Richard Bushno

Account Name: Richard Bushno Home: (480) 000-0000

Street: n/a Work:

City: Gold Canyon CBR:

State: AZ Zip: 85218 is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: Mike Weber Contact Phone: (623) 935-9367

Nature of Complaint:

Docket No. SW 02519A-06-0015

[REDACTED]

Sent: Thursday, May 18, 2006 12:48 PM
To: Bradley Morton
Subject: Gold Canyon Sewer Co. Rate Increase - Complaint

Mr. Morton,

The above company is requesting to more than double rates for sewer service from \$35, an already high amount, to over \$70 a month!

Please file this complaint against such a huge increase. We live on fixed income, as do many in Gold Canyon. This rate increase would be a hardship to many.

Richard Bushno
Gold Canyon
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Thursday, May 18, 2006 3:19 PM
To: [REDACTED]
Subject: RE: Gold Canyon Sewer Co. Rate Increase - Complaint

RECEIVED
2006 MAY 19 1 P 4: 20
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Mr Bushno,

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

Sincerely,

Bradley G. Morton
End of Comments

Date Completed: 5/18/2006

Opinion No. 2006 - 52129

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 52128Date: 5/18/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: **Dorothy****Bushno**Account Name: Dorothy BushnoHome: (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. SW 02519A-06-0015

[REDACTED]

Sent: Thursday, May 18, 2006 12:38 PM
 To: Bradley Morton
 Subject: Complaint, Gold Canyon Sewer Co. Rate Increase

Please entertain my complaint regarding a request from the Gold Canyon Sewer Company to more than double our rates from \$35 to over \$70. They have made improvements, but such a large increase seems unreasonable, especially to those of us who live on Social Security and fixed pension amounts.

Please do not approve such a large, unreasonable increase.

Dorothy Bushno
 Peralta Trails Subdivision
 Gold Canyon
 End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

From: Bradley Morton
 Sent: Thursday, May 18, 2006 3:15 PM
 To: 'D Bushno'
 Subject: RE: Complaint, Gold Canyon Sewer Co. Rate Increase

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Ms Bushno,

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 you have further issues please contact me.

Sincerely,

Bradley G. Morton
End of Comments

Date Completed: 5/18/2006

Opinion No. 2006 - 52128

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 52126Date: 5/18/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: **Robert****Millies**Account Name: Robert & Victoria MilliesHome: (480) 000-0000Street: [REDACTED]Work:City: Gold CanyonCBR:State: AZ Zip: 85218is:Utility Company: **Gold Canyon Sewer Company**Division: SewerContact Name: [REDACTED]Contact Phone: (623) [REDACTED]Nature of Complaint:

Docket No. SW 02519A-06-0015

[REDACTED]
Sent: Thursday, May 18, 2006 12:26 PM

To: Bradley Morton

Subject: Gold Canyon Sewer Company (GCSC) Proposed Rate Increase

May 18, 2006

Brad Morton
Arizona Corporation Commission
Bmorton@azcc.gov.

Dear Mr. Morton:

SUBJECT: Gold Canyon Sewer Company (GCSC) Proposed Rate Increase

THIS IS A COMPLAINT! We live in Gold Canyon, Arizona, are retired and live on a fixed income. We are writing to you requesting that the Arizona Corporation Commission (ACC) deny the proposed rate increase from GCSC based on the following:

GCSC assured us there would be no rate increase related to the facility expansion. Cost would be recovered from additional customers coming on line.

GCSC has failed to solve and control the odor problem.

Many residents served by GCSC are seasonal which reduces load on the system.

Many GCSC customers are retired living on fixed income.

Many GCSC customers are a 2-person family with light loading per connection.

There is no obvious change in sewer service to GCSC customer which would warrant such an increase.

The population growth in the GCSC service territory will increase their revenue.

It was a mistake to locate a treatment facility in a residential area.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

WE ASK THE ACC TO DENY GCSC'S REQUEST TO DOUBLE THE RATES. Instead require GCSC to provide a cost analysis justifying a reasonable, controlled, modest rate increase plan.

Sincerely,
Robert Millies

[REDACTED]
Gold Canyon, AZ 85218
End of Complaint

Victoria Millies

[REDACTED]
Gold Canyon

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Thursday, May 18, 2006 3:11 PM

[REDACTED]
Subject: RE: Gold Canyon Sewer Company (GCSC) Proposed Rate Increase

Dear Mr & Mrs Millies,

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.

Sincerely,

Bradley G. Morton
End of Comments

Date Completed: 5/18/2006

Opinion No. 2006 - 52126

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52137

Date: 5/18/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Errol D Last: Wilson

Account Name: Errol D & Sharon Wilson Home: (480) 000-0000

Street: [REDACTED] Work:

City: Gold Canyon CBR:

State: Mn 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

MAY 182006
Mr. Brad Morton,
Arizona Corporation Commission AZ CORP COMM
Phoenix, Arizona. Director UtiUties

Dear Mr. Morton,

As a 7 year resident of Gold Canyon, I wish to protest the proposal by Algonquin Power Income Fund (parent of Gold Canyon Sewer Company) to increase otir.mnthlysewerfees from \$35.00 per m4)nth (one of the State's highest rates) to \$70.34 per month. This proposal is outrageous and completely contrary to the promises thatAlgonquin made prior to their plant expansion.

Residents were openly opposed when plans to upgrade and expand the Gold Canyon facility were revealed in 2003,citing chronic odors and illegal discharges. Many residents expressed a desire to have the Gold Canyon Sewer facility closed down and to be served by the Superstition Mountain Facilities District in Apache Junction. Of course we were completely ignored.. Now this!!!

I trust that the Commission will find that the proposed rate hike is without merit and contrary to the promises that Algonquin made to the residents of Gold Canyon. I respectfully request that you deny Algonquin's request and require them to operate within the bounds of the promises they made in order to gain appróvalfr their plant expansion.

Sharon Wilson.
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

May 18, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

☐Your letter regarding the Gold Canyon Sewer Company ("GCSC") 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 GCSC 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,

☐☐☐☐☐Bradley G. Morton
☐☐☐☐☐Public Utilities Consumer Analyst II
☐☐☐☐☐Utilities Division
End of Comments

Date Completed: 5/18/2006

Opinion No. 2006 - 52137

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 52136Date: 5/18/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By:

Linda

Schunk

Account Name:

Richard & Linda Schunk

Home: (480) 000-0000Street:

[REDACTED]

Work:City:

[REDACTED]

CBR:State:

Mn

Zip: [REDACTED]is:Utility Company: Gold Canyon Sewer CompanyDivision:

Sewer

Contact Name:

Mike Weber

Contact Phone: (623) 935-9367Nature of Complaint:

Docket No. SW 02519A-06-0015

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

Commissioners:

My name is Linda Schunk and my husband and myself own a home in Mountainbrook Village. I am writing today to voice my objection to the proposed increase in monthly service fees for our sewer service.

Monthly costs increased in 2002 and now would be doubled. This is a hardship for individuals on a fixed income and it appears there would be no change in service. When the reconstruction was first discussed we were assured by the sewer company that there would be no rate increases due to the modifications. Now it appears that they lied to get the job done and now are trying to get us to pay for it.

If the rates need to go up I feel a controlled increase over several years would be the right way to get it done and not a ridiculous doubling all at once.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

May 18, 2006

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

Your letter regarding the Gold Canyon Sewer Company ("GCSC") 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 GCSC 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,

Bradley G. Morton
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 5/18/2006

Opinion No. 2006 - 52136

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52135

Date: 5/18/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: **Ida** Last: **Solazzo**

Account Name: Ida Solazzo

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

May 15, 2006
Arizona Corporation Commission
1200 st Washington Street
Phoenix, Az. 85007
RE: Formal complaint Against
Gold Canyon Sewer Company
Docket . SW 02519A-06-0015

Dear Commission members,
As a concerned homeowner/resident in Gold Canyon, am writing this letter of complaint against Gold Canyon Sewer Company. To raise the monthly sewer charge from \$35.00 to \$70.00 is totally unacceptable. As a senior citizen (82 years young), and on a fixed income, I feel the rate increase of doubling our monthly bill is ridiculous.

The sewer service we receive has not changed, yet Gold Canyon Sewer Company wants to recover their out of pocket expenses with the reconstruction of their facility in Gold Canyon. This is not an acceptable solution. To pass the "buck" to all the homeowners residing in Gold Canyon. We are asking for the commission members help.

A controlled increase, if in fact an increase is even justified. But to double our monthly bills is outright robbery.
Sincerely,

Mrs. Ida Solazzo
[REDACTED]
Gold Canyon, Az. 85218
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

May 18, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

Your letter regarding the Gold Canyon Sewer Company ("GCSC") 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 GCSC 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,

☐☐☐☐☐ Bradley G. Morton
☐☐☐☐☐ Public Utilities Consumer Analyst II
☐☐☐☐☐ Utilities Division
End of Comments

Date Completed: 5/18/2006

Opinion No. 2006 - 52135

SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52147

Date: 5/19/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Esther

Preston

Account Name: Esther Preston

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 that is being requested by Gold Canyon. Her monthly bill is \$35.00 a month and for it to double to \$70.00 is too much. She can see a smaller increase but not double. She is a retired person and on a fixed income and her retirement money can only go so far.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

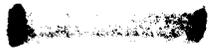
5/19/06 I informed consumer that the increase had not been approved yet. That the ACC still had to hold a hearing on this matter and that would be scheduled for sometime in the Fall. I also informed her that she would be getting a notice of when the hearing was going to be held. She appreciated the information. Closed

Filed opinion in docket no. SW-02519A-06-0015

End of Comments

Date Completed: 5/19/2006

Opinion No. 2006 - 52147



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52132

Date: 5/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: David

Laifer

Account Name: David Laifer

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

CRUSH RIDICULOUS FLUSHING FEES!!!

Mr. Morton and Commissioners:

This letter is regarding the Gold Canyon Sewer/Algonquin Power Income Fund's proposed 100% increase to \$70 per month....GCWWTF Case Docket No. SW-02519A-06-0015. It is difficult to comprehend how any company can justify the current \$35 per month when surrounding communities are paying under \$20 per month. I/We find this proposed increase ludicrous as many Gold Canyon residents are retired and living on fixed incomes. Furthermore, this Community was promised by former management that there would be no further increases after the 2003 increase you granted to Gold Canyon Sewer.

It seems perhaps that Algonquin Power Income Fund may have "over" invested a hefty sum to expand their out-dated facilities and "to attempt" the correction of local unpleasant odorous situations. But—does this give them right to take advantage of a situation where we have no other alternative??? The answer to this questions is "NO"! There are still odor issues & we shouldn't have to pay for their expansin iiiiwer sys1e' chose to over-extend!!!! Your attention to this mattcr is appreciated.

Gold Canyon Proerty Owner
 Email Address
 [REDACTED]

Gold Canyon Property Owners
 End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Called consumer and left voicemail advising their opinion has been received and explained docketing and rate case process. Left my name/telephone number.

End of Comments

Date Completed: 5/18/2006

Opinion No. 2006 - 52132
