



ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM

4700

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52282 Date: 5/23/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Dennis L. Last: Reynolds

Account Name: Dennis L. Reynolds 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

DENNIS L. REYNOLDS  
[REDACTED]  
GOLD CANYON, ARIZONA 85218  
May 17, 2006  
Arizona Corporation Commission  
1200 W. Washington St  
Phoenix, AZ 85007

RECEIVED  
2006 MAY 24 P 3: 21  
AZ CORP COMMISSION  
DOCUMENT CONTROL

Dear Commissioners:

I would like to file a complaint against the Gold Canyon Sewer Co. Not for anything they have done in the past, but because of a proposed rate hike. Before they began recent work on their sewer treatment plant on U.S. 60, they said there would be no rate hike after their work. Now that the work is finished they are proposing a hike of 101%. I feel this is exorbitant. I might understand a small rate hike, as I understand everyone's expenses are going up.

Actually, I think their rates are high as it is, since they charge everyone a flat rate of \$35.00 per month, regardless of how much anyone uses the sewer facility. I work for an airline and live alone. I'm out of town over half the time, but still pay as much as a large family at home all the time. Most cities charge sewer rates based on water usage.

I received a letter from Gold Canyon Sewer declaring they were going for a rate hike, but with absolutely no explanation why they need the extra money or what it would be used for.

I sincerely hope you will look long and hard at this request and stop this company from such a ridiculous raise.

Thank you,  
Dennis L. Reynolds  
\*End of Complaint\*

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

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

May 23, 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.

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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: 5/23/2006**

**Opinion No. 2006 - 52282**

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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 - 52283**Date:** 5/23/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:**

Donald

Schaefer

**Account Name:**

Donald &amp; Ingrid Schaefer

**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

Donald and Ingrid Schaefer

Gold Canyon, AZ 85218

Date: 05-12-06

AZ Corporate Commission

1200 W. Washington St.

Phoenix, AZ 85007

Attn: Jeff Hatch-Miller, Chairman

Sir:

We recently purchased a home in Gold Canyon at Peralta Trails Community. It has come to our attention that the Gold Canyon Sewer Company has applied to the AZ Corp. Commission to allow them to increase our monthly sewer charge.

This is especially disconcerting when, after being granted permission to upgrade their facility and promising not to increase rates, they now are asking you to allow them to double their monthly fee.

We came from an area that provided our own sewer treatment, so US 35.00/month seemed extremely high – US 70.00 /month is just totally out of reason.

We sincerely hope you will look into this complaint.

Sincerely,

\*End of Complaint\*

**ARIZONA CORPORATION COMMISSION**  
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**Utilities' Response:**

**Investigator's Comments and Disposition:**

May 23, 2006

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\*End of Comments\*

**Date Completed: 5/23/2006**

**Opinion No. 2006 - 52283**

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

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion      No. 2006 - 52284Date: 5/23/2006Complaint Description:      08A Rate Case Items - OpposedFirst:Last:Complaint By:

Rhett

Sawyer

Account Name:

Rhett &amp; Jane Sawyer

Home: (480) 000-0000.Street:

[REDACTED]

Work:City:

Gold Canyon

CBR:State:AZ      Zip: 85218is:Utility Company:      **Gold Canyon Sewer Company**Division:

Sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No SW 02519A-06-0015

May 10, 2006  
 Mr. Jeff Hatch-Miller  
 Arizona Corporation Commission  
 Utilities Division  
 200 West Washington  
 Phoenix, Arizona 85007-2996  
 Re: GCWWTF Case# Docket No.SW-02519A-06-0015

Dear Mr. Hatch-Miller:

We are writing to you about the proposed rate increase for our sewer services. This is our first year in MountainBrook Village and are currently paying for our sewer services on an monthly fee of \$35.00. It is proposed that this fee double on a monthly basis. We could understand a 3% increase but why a 100% increase? In summer months many residents leave so the demands on processing facilities are lessened so we would think less stress is being placed on the current equipment.

This is the most we have paid for sewer services in the five homes we have lived in within growing communities. Please let us know why the 100% percent increase is needed for the services in Gold Canyon. Thank you for your time concerning this issue.

Rhett and Jane Sawyer

[REDACTED]  
Gold Canyon, Arizona 85218

\*End of Complaint\*

Utilities' Response:

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

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**Investigator's Comments and Disposition:**

May 23, 2006

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\*End of Comments\*

**Date Completed: 5/23/2006**

**Opinion No. 2006 - 52284**

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

**Investigator:** Brad Morton**Phone:** [REDACTED] 6**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No. 2006 - 52285****Date:** 5/23/2006**Complaint Description:**      08A Rate Case Items - Opposed**First:****Last:****Complaint By:**      **Glenda M.****Howard****Account Name:**      Glenda M. Howard**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

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-OO-0638. 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 thei expansion to a sewer system they chose to over-extend!!!! Your tention to this matter is appreciated.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

May 23, 2006

RE: GOLD CANYON SEWER COMPANY

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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\*End of Comments\*

**Date Completed: 5/23/2006**

**Opinion No. 2006 - 52285**

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-2888

Fax: (602) 542-2888

Priority: Respond Within Five Days

Opinion No. 2006 - 52286

Date: 5/23/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Ronald

Dew

Account Name: Ronald Dew

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-OO-0638. 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.

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\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

May 23, 2006

RE: GOLD CANYON SEWER COMPANY

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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\*End of Comments\*

**Date Completed: 5/23/2006**

**Opinion No. 2006 - 52286**

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SW-02519-06-0015

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52299

Date: 5/23/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Richard Last: Jackson

Account Name: Richard and Audrey Jackson Home: (000) 000-0000

Street: [REDACTED] Work:

City: Gold Canyon CBR:

State: AZ Zip: 85218 is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: Mike Weber

Contact Phone: [REDACTED]

Nature of Complaint:

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

Customer called to express his opinion against the proposed rate increase. Customer says the new owner did not keep the promises made not to increase the rates. Doubling the current rate is too much. Customer feels that other options, i.e., tie in to Apache Junction sewer system, were available to the owners at the time of purchase.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

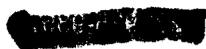
I advised customer that I would enter his comments into the record and with the Docket for this case. I explained to him that his comments would be available to staff and the five Commissioners for review before a decision is made. I thanked customer for taking the time to call the Commission and let the Commissioners know his thoughts in this matter.

Customer stated he appreciated being able to call the Commission and express his concerns because he has MS and it is not easy for him to write letters.

\*End of Comments\*

Date Completed: 5/23/2006

Opinion No. 2006 - 52299



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

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinionNo. 2006 - 52291Date: 5/23/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By:

Cheryl E

Reichenbacher

Account Name:

Cheryl E. Reichenbacher

Home: (480) 000-0000Street:

[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

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Mr. Morton and Commissioners:

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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 expansion to a sewer system they chose to over-extend!!!! Your attention to this matter is appreciated.

\*End of Complaint\*

Utilities' Response:Investigator's Comments and Disposition:

May 23, 2006

RE: GOLD CANYON SEWER COMPANY

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

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\*End of Comments\*

**Date Completed: 5/23/2006**

**Opinion No. 2006 - 52291**

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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 - 52289**Date:** 5/23/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** Jeanette

Skadberg

**Account Name:** Jeanette & Kermit Skadberg**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

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\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

May 23, 2006

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

Date Completed: 5/23/2006

Opinion No. 2006 - 52289

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

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 52290Date: 5/23/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: **Jim Brown**Account Name: Jim BrownHome: [REDACTED]Street: [REDACTED]Work: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

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**Date Completed: 5/23/2006**

**Opinion No. 2006 - 52290**

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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 - 52288

Date: 5/23/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Pelham H.

Schmidt

Account Name: Pelham H. Schmidt

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

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☐☐☐☐☐Utilities Division  
\*End of Comments\*

**Date Completed: 5/23/2006**

**Opinion No. 2006 - 52288**

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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 - 52287**Date:** 5/23/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** Mark R

Conway

**Account Name:** Mark R. Conway**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-OO-0638. 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 expansion to a sewer system they chose to over-extend!!!! Your attention to this matter is appreciated.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

May 23, 2006

RE: GOLD CANYON SEWER COMPANY

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

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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: 5/23/2006

Opinion No. 2006 - 52287

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