

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52778

Date: 6/8/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Brett Larsen &

Mark I Iirst

Account Name: Brett Larsen & Mark I Iirst

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Black Mountain Sewer Corporation

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

June 7, 2006

URGENT: MS. CARMEN. MADRID

Arizona Corporation Commission

Re: Black Mountain Sewer Rate Increase & Negligence

To Whom it May Concern:

We are writing this letter to let you know that we are adamantly opposed to the rate increase requested by BMSC.

We have lived in The Boulders for years and have suffered with odor & noise problems from their antiquated sewer system all this time. BMSC's attempts to solve their problems have been feeble and while they maintain they have spent money to fix them, either this isn't true or they haven't spent enough money. The system still does not work! Our town is growing and BMSC knows it and has held us hostage to the fact that there can be no further development without their approval by them of a sewer connection to any new development that would require such connection. That is why their operating agreement has been extended, but now they want to charge us more than what is currently the highest rate paid by anyone in the state despite the fact that there has been negligible improvement at best with band-aid fixes to the existing system whose problems continue to plague Carefree and it's neighborhoods (Carefree Inn Estate, The Boulders, Town center, eEc). It isn't fair that the town should put a moratorium on further development until BMSC decides to fix their system yet it wouldn't be. right to continue to add capacity to an already failing system.

We implore you to deny their request for a rate increase, re-evaluate the environmental standards for odor & noise with this system and possibly place an injunction against BMSC until these problems are resolved once and for all. Perhaps the plant should be moved to a more appropriate location within the town & overhauled from there. It's painfully obvious that this relic is a throwback to another era when it was not processing sewer for an entire town with a far larger population in 2006 than it had in the early 1970's

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The demographic of Carefree is changing and we must also consider the future of the town & it's citizens. We have been a captive audience to this "show" for so long and beg you to get involved.

Please do the right thing and let BMSC know that while they may be a monopoly, they still have a responsibility to conduct their business properly and without risk to their customer's health & welfare.

Fresh air and an environment free from a noisy sewer plant are not privileges and we thank you in advance for your consideration and assistance.



End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/8/06 This customer requested the Utilities Division fax number at the hearing in order to file his opinion. The information was given to him. Opinion was received, noted and filed in docket no. SW-02361A-05-0657. closed
End of Comments

Date Completed: 6/8/2006

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