

SW 02519A-06-0015

ORIGINAL



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51822

Date: 5/9/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Robert L

Wilson

Account Name: Robert L & Beverly L. Wilson

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

Arizona Corporation Commission May 5, 2001  
1200 W. Washington St.  
Phoenix, AZ 85007  
Attn: Jeff Hatch-Miller, Chairman  
William A. Mundell  
Mike Gleason  
Kristin A. Mayes  
Marc Gleason

RECEIVED  
2006 MAY -9 P 3:05  
AZ CORP COMMISSION  
DOCUMENT CONTROL

This letter is to file a "COMPLAINT" in regards to the Gold Canyon Sewer Company wanting to double our bill to \$70.00. This is unconscionable!! There has been no real change in service to warrant this increase!!! As retired seniors on fixed incomes, we cannot see justification for the doubling of our monthly charges from \$35.00 to \$70.00.

Sincerely  
Robert L. And Beverly L. Wilson  
[REDACTED]

Gold Canyon, AZ 85218-4817  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

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May 9, 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: 5/9/2006

Opinion No. 2006 - 51822

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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 - 51823      Date: 5/9/2006

Complaint Description:      08A Rate Case Items - Opposed

Complaint By:      First: Kenneth J      Last: Taran

Account Name:      Kenneth J. Taran      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

Kenneth J Taran  
[REDACTED]  
Gold Canyon, AZ. 85218  
May 4, 2006

Dear Commissioners: Jeff Hatch- Miller. Chaimimi  
William A Mundeil  
Mike Gleason  
Kristin A Mayes

I am willing formally complain and request you deny Gold Canyon Sewer CO's outrageous request double our rate. from \$35 \$70 + per month. I am a retired senior citizen living on a fixed income. I spend 6 months a year here and pay for another 12 months use. Gold Canyon Sewer increased our rates 4 years ago when they proposed to fix odor problems, which still exist and that the expansion plan would not affect our rates. This plant is located next to a residential area and shopping center and should never have been expended in the first place. Now that the Gold Canyon Sewer has doubled their capacity to meet future growth and expect us to pay for their expansion. If the expansion was to meet growth needs then the cost should be borne by hook up fees and the developers who will benefit from the availability of the sewer not the current users.

If an increase is necessary to cover current processing costs we can see that (remember I only use the 6 months and pay for 12) but not the ridiculous increase they are asking for.  
I implore you to keep our interests in mind when considering this outrageous increase.

Very Truly Yours  
\*End of Complaint\*

Utilities' Response:

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

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**Investigator's Comments and Disposition:**

May 9, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

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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: 5/9/2006

Opinion No. 2006 - 51823

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

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 51824Date: 5/9/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: Sally B.

Herrold

Account Name: Sally B. HerroldHome: (480) 000-0000Street: [REDACTED]Work:City: Gold CanyonCBR:State: AZ Zip: 85218is:Utility Company: Gold Canyon Sewer CompanyDivision: SewerContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

Docket No. SW 02519A-06-0015

May 5, 2006

Jeff Hatch-Miller, Commissioner  
 Arizona Corporation Commission  
 Utilities Division  
 1200 West Washington  
 Phoenix, Arizona 85007

Dear Mr. Hatch-Miller;

The Gold Canyon Sewer Corporation has recently asked to double the sewer rate charged in the Gold Canyon area. It should be noted that the present rate is already significantly higher than any municipality in the area. It should also be noted that the present rate is not based on usage but instead on a flat rate in spite of the fact that many customers are here only part time but pay the inflated rate year-round.

Many of the Gold Canyon customers are on fixed incomes as retirees and an increase in sewer rates would be a real hardship. It is questionable why the rate should be doubled except it is a private for profit corporation. The present facility appears to be under constant renovation however they still have not eliminated the odor completely. Yet they want to expand their customer base. It would seem that increased business should pay its own way and the present customers should not be required to subsidize the facility. Rates should actually decrease with more customers.

I sincerely hope that you will deny the proposed increase in rates and force the Gold Canyon Sewer Corporation to be responsible for fiscal planning and productivity.

Thank you,  
 Sally B. Herrold

[REDACTED]

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

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Gold Canyon, AZ 85218  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

May 9, 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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☐ 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: 5/9/2006**

**Opinion No. 2006 - 51824**

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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 - 51827**Date:** 5/9/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** C. Mark

Bose

**Account Name:** C Mark & Carol Bose**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 5, 2006

The Arizona Corporation Commission  
 1200 W. Washington St.  
 Phoenix, AZ 85007

Afln: Commissioners: Jeff Hatch-Miller, Chm. William A. Mundell Kristin A. Mayer Mike Gleason Mark Spitzer  
 RE: Complaint - Gold Canyon Sewer Company (GCSC)  
 Docket No. SW-02519A-OG4X38

This letter is to call your attention to the above company and their request to increase rates of their sewer service to double the amount already assessed to the Gold Canyon residents.

No. 1: This sewer company should be operating this close to a grocery store and restaurants that deal with food to the public.

No 2: The GCSC's former promises of smell control have not been reached. We continue to get foul odors from this establishment.

No 3: No service change has incurred to warrant such an increase of revenue.

No 4: GCSC's had assured the public that no rate increase would be assessed related to their expansion (which should have never been allowed in the first place due to the placement of the location of the sewers processing that close to grocery stores/food establishments). The no rate increase was well noted by company exc's before they ever began the expansion.

Please be aware of the Gold Canyon community in this objection to GCSC's requests of a rate increase.

The commissioners should pursue the possibility of relocating this facility to another location where it would be better suited as to odor control, possible expansion to serve more of Pinal County as the county continues to grow.

Sincerely,

C.Mark &amp; Carol Bose

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Gold Canyon, AZ 85218  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

May 9, 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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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: 5/9/2006

Opinion No. 2006 - 51827

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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 - 51806

Date: 5/8/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Dick

Blake

Account Name: Dick & Shirley Blake

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

[REDACTED]

Sent: Monday, May 08, 2006 1:30 PM

To: Bradley Morton

Subject: High sewer rates in Gold Canyon

Attn. Brad Morton and the ACC

We want to complain about the possibility of our Sewer Bill being doubled in the future.

We are living on a limited income and it would be a further hardship on us to pay \$70.00 per month.

The Gold Canyon Sewer Company (GCSC) claimed originally that there would be NO rate increase after doing the sewer plant improvements. By the way, we still can smell sewage, at times.

It is hard to believe that anyone would let a Sewage treatment plant, be right next to a nice, big, Bashas' grocery store.

We will be leaving for 3 months during the summer and we have not heard of any discount for being gone and not using the sewer at all.

We feel, if the rate is to be increased at all, it should be small increments-- on an annual basis.

Concerned about increases,

Dick & Shirley Baker

PS; Reference; the rate increase case

Docket No. SW-02519A-00-0638

[REDACTED]  
Gold Canyon, AZ--85218

[REDACTED]

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Monday, May 08, 2006 2:37 PM

Subject: RE: High sewer rates in Gold Canyon

Mr & Mrs Baker,

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 concerns.

\*End of Comments\*

Date Completed: 5/8/2006

Opinion No. 2006 - 51806

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

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 51828Date: 5/9/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By:

Larry

Blair

Account Name:

Larry &amp; Connie Blair

Home: (480) 000-0000Street:

[REDACTED]

Work:City:

Gold Canyon

CBR:State:

AZ Zip: 85218

is:Utility Company: Gold Canyon Sewer CompanyDivision:

Sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No. SW 02519A-06-0015

[REDACTED]  
Gold Canyon, AZ 85218

May 4, 2006

The Arizona Corporation Commission

1200 W. Washington St.

Phoenix, AZ 85007

Gold Canyon, AZ 85218

:Docket No.SW-025 I 9A-06-0015

Dear The Arizona Corporation Commission,

As- residents of Mi,uutaiflh1& Village-in 6old Canyon for the past 14 years, we are very familiar with the Gold Canyon Sewer Co. and their problems. The stench was here before they moved to their present location and after all the money they have spent nothing has changed.

We have some of the highest rates in the valley now, if not the highest and after promising they would not raise our rates they want to double them. Most everyone in Mountainbrook is retired and on fixed incomes. This would be a big burden that we should not have to bear.

Respectfully,

Larry and Connie Blair

\*End of Complaint\*

Utilities' Response:

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

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**Investigator's Comments and Disposition:**

May 9, 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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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: 5/9/2006

Opinion No. 2006 - 51828

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

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion      No. 2006 - 51826Date: 5/9/2006Complaint Description:      08A Rate Case Items - Opposed

Complaint By:      First: Terry      Last: Bose

Account Name: Terry & Dorothy BoseHome: (480) 000-0000Street: [REDACTED]Work:City: Gold CanyonCBR:State: AZ      Zip: 85218is:Utility Company:      Gold Canyon Sewer CompanyDivision: SewerContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

Docket No. SW 02519A-06-0015

May 5, 2006

The Arizona Corporation Commission  
 1200 W. Washington St.  
 Phoenix, AZ 85007

Attn: Commissioners: Jeff Hatch-Miller, Chm. William A. Mundell Kristin A. Mayer Mike Gleason Mark Spitzer  
 RE: Complaint - Gold Canyon Sewer Company (GCSC)  
 Docket No. SW-02519A-O6-0015

This letter is to call your attention to the above company and their request to increase rates of their sewer service to-double the amount already accessed to the GuM Canyon residents.

- No. 1: This sewer company should be operating this close to a grocery store and restaurants that deal with food to the public.  
 No 2: The GCSC' s former promises of smell control have not been reached. We continue to get foul odors from this establishment.  
 No 3: No service change has incurred to warrant such an increase of revenue.  
 No 4: GCSC's.bad assured the public that no rate increase would be assessed related to their expansion (which should have never been allowed in the first place due to the placement of the location of the sewers processing that close to grocery stores/food establishments). The no rate increase was well noted by company exc's before they ever began the expansion.

Please be aware of the Gold Canyon community in this objection to GCSC's requests of rate increase. The commissioners should pursue the possibility of relocating this facility to another location where it would be better suited as to odor control, possible expansion to serve more of Pinal County as the county continues to grow.  
 Sincerely.

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

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Terry & Dorthy Bose

Gold Canyon, AZ 85218

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

May 9, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

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Sincerely,

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

**Date Completed: 5/9/2006**

**Opinion No. 2006 - 51826**

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

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion      No. 2006 - 51809Date: 5/8/2006Complaint Description:      08A Rate Case Items - OpposedFirst:Last:Complaint By:

David

Gillette

Account Name:

David Gillette

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

Please add my name to the Gold Canyon residents opposing the proposed Gold Canyon Sewer Company rate increase and the treatment plant in general. When the improvements were being discussed, a reference was made to eliminate the plant and join Superstition Mountain Community Facilities District in Apache Junction for sewer service for Gold Canyon. I think most of us preferred this option but it was quietly dropped. We were told the odors would be completely eliminated and there would be no fee increase for at least 5 years. The odors are still there. I smell the plant every morning that I drive by on my way to work.

The plant is located adjacent to a Bashas Shopping Center, the Gold Canyon Golf Course and near some residences. It's a shame Bashas has to put up with the offensive odors their customers must breathe before entering the store to buy food. Not very appetizing.

I would like obtaining service from SMCFD to be reconsidered and eliminating the treatment plant.

It seems the Sewer Company spent a considerable amount of funds on so called "improvements" without planning a method of paying for it. It seems a source should be used that is temporary like a bond and not ongoing user service fees. A 101% user rate increase is not fair.

I think this whole issue needs to be investigated and completely reviewed.

Thanks for reading this.

Sincerely,

David A. Gillette

[REDACTED]  
 Gold Canyon, AZ 85218

[REDACTED]  
 \*End of Complaint\*

Utilities' Response:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Investigator's Comments and Disposition:

From: [Bradley Morton

Sent: [Monday, May 08, 2006 2:51 PM

Subject: [Gold canyon Sewer Company

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. If any further issues please contact me.  
\*End of Comments\*

Date Completed: 5/8/2006

Opinion No. 2006 - 51809

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

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion      No. 2006 - 51825Date: 5/9/2006Complaint Description:      08A Rate Case Items - OpposedFirst:Last:Complaint By:

Ernest B

Campbell

Account Name:

Ernest B. Campbell

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

Ernest B. Campbell

[REDACTED]  
Gold Canyon, AZ 85218[REDACTED]  
May 4, 2006

Jeff Hatch-Miller, Chairman

The Arizona Corporation Commission

1200 W. Washington Street

Phoenix, AZ 85007

Subject: Complaint -- Gold Canyon Sewer Company Requested Rate Increase

Dear Mr. Hatch-Miller:

It is my understanding that your organization is to address a proposal (Docket No. SW-02519A-06-0015) from the Gold Canyon Sewer Company that would greatly increase my cost for sewage disposal. I am strongly opposed to this and urge you to lead The Arizona Corporation Commission in a defeat of this measure!

As I understand it, Gold Canyon Sewer Company made a business decision to spend capital to expand its facility in order to remove offensive odors and to prepare to serve future new developments in Gold Canyon. Removing odors was to correct a deficiency in the original facility design and should not be charged to current customers. Business costs associated with expanded capacity should only be recovered when the need for that capacity is realized by new home growth, with the resultant additional revenue to the service provider.

The audacity of this firm to submit this request to collect profit from current customers after telling us that no cost increases would result is unbelievable! According to the newspapers, Gold Canyon Sewer claims that those promises were made by a "former" executive, and thus no longer apply. My history with business firms would disagree! A company executive, when speaking publicly, speaks for the company, not himself! Consequently, I

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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see no reason to trust anything that this company says in the future. (Furthermore, the odor elimination claimed for the revised sewer facility is not complete. I find it very offensive while grocery shopping next door! However, it is less frequent than previously.)

I consider my sewer cost to be extremely expensive compared to those that I have paid to several communities in Michigan. Furthermore, I still spend approximately 6 months each year in Michigan, but pay Gold Canyon Sewer fees for 12 months of the year. The company is essentially charging me a 100% mark-up for use of their service during the Winter months. As I prepare to return to Michigan for the next few months, I am very angry about this proposed rate increase, and while absent, would like my voice to be heard!

On a personal note, I am retired and living on a fixed income. Recent increases in necessary medical expenses and transportation costs (high gasoline costs) have put extreme pressure on my budget. Given the ongoing rate of inflation, I (and other homeowners) are not in a position to continue enjoying a reasonably comfortable living with ridiculous increases such as this proposal. If you allow this, poorly managed businesses (such as The Gold Canyon Sewer Company) will continue to rape the public of every spare dollar. As a result, the economy of Arizona, and the United States, will ultimately suffer in favor of other geographic regions that are more supportive of residents.

Thank you for your consideration on behalf of myself and my fellow homeowners, in rejecting this proposal!

Ernest B. Campbell  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

May 9, 2006

RE: GOLD CANYON SEWER COMPANY

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☐☐☐☐☐ Bradley G. Morton