



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51971

Date: 5/12/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Bill & Julie

Chitwood

Account Name: Bill & Julie Chitwood - [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

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:

CUSTOMER ORIGINALLY SENT THE FOLLOWING E-MAIL THE HEARING DIVISION WHO FORWARDED ONTO COSUMER SERVICES.

We would like to comment on the proposed rate hike proposed by Gold Canyon Sewer. Not only are they going back on their promises (the gentleman that made it was with GCS at the time, representing them, even if he is no longer there) of no new rate hikes. Apparently they feel that since we have no other choice but GCS they can do whatever the like - such as a 101% hike, which is far and above what other sewer companies charge in the metro Phoenix area. As most are aware, Pinal Co. had a high retirement population and increases hurt them more then in most cases.

Our hope is that the rate increase is turned down.

Thank you for your help and consideration.

Bill & Julie Chitwood

[REDACTED]

Gold Canyon AZ 85218

[REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

05/12/06-I left a voice-mail message for the customers, asking for a return call. In addition, I sent the following e-mail.

Dear Mr. & Mrs. Chitwood:

RECEIVED
2006 MAY 15 A 9:51
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I want to thank you for your e-mail you sent to the Arizona Corporation Commission regarding Gold Canyon Sewer Company. Your opinion has been entered into our database, and is now part of the official record. If I can be of any further assistance, please call me [REDACTED]. A copy has been placed in the docket. SW-02519A-06-0015. CLOSED.

End of Comments

Date Completed: 5/12/2006

Opinion No. 2006 - 51971

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51361 Date: 4/24/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Guy C Last: Brown

Account Name: Guy C Brown & Mathis H. M. Giebels Home: (000) 000-0000

Street: [REDACTED] Work: (000) 000-0000

City: Gold Canyon CBR: [REDACTED]

State: AZ Zip: 85218 is: Cellular

Utility Company: Gold Canyon Sewer Company

Division:

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Received the following addressed to Chairman Hatch-Miller:

Attn Mr. Jeff Hatch-Miller Chairman.....

Dear Mr. Hatch-Miller:

As residents of Gold Canyon, Arizona and a customer of the Gold Canon Sewer Company (GCSC), we are writing this letter to you in opposition to the GCSC's request to increase our cost from \$35 to \$70.34 per month for our residential sewer service.

From our personal standpoint and from information available to us, we cannot find any justification for such an increase. In fact, we wonder how GCSC can justify its current \$35 monthly charge. In the year 2005 water usage charge for our residence was less than \$240 and GCSC charges us \$420 to discharge it through the sewer system, even though we use it's services only 6 months per year. We firmly believe the \$35 per month charge is already exorbitant; in fact we have twice, with no luck, tried to get some kind of a discount for the months that we are not in residence in Gold Canyon.

The GCSC odor problem has not been solved. The odor is quite apparent on some days in and about our home, but more frequently on the golf course adjacent to the sewer plant, Basha's store next to it and on Highway 60 when passing by. The GCSC should be ashamed for making such untrue claims while the truth, proving the contrary, is so easy to confirm with your nose!

We understand that GCSC's charter or grant to do business in Gold Canyon allows them to earn a very fair 10% profit. If that is correct, we believe the commission should audit GCSC's books and determine if they are currently realizing a profit on the \$35 per month charge.

Yours truly,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Guy C Brown &
Mathis H. M. Giebels

[REDACTED]
Gold Canyon, AZ 85218

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/12- I replied with the following via email as the customer home phone number has been temporarily disconnected:

Good morning Mr. Brown:

My name is Richard Martinez, Consumer Service Analyst II, with the Arizona Corporation Commission ("ACC") as I have been assigned to handle your Opinion against the proposed rate increase. I will enter you Opinion into our database for the records and will also docket you Opinion so that the Commissioners will have an opportunity to read you concerns. I thank you for taking the time in writing us with your concerns regarding this proposed rate increase by Gold Canyon Sewer Company.

Sincerely,

Richard Martinez
Arizona Corporation Commission
Consumer Service Analyst II
(800) 535-0148
End of Comments

Date Completed: 5/12/2006

Opinion No. 2006 - 51361

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2006 - 51897

Date: 5/10/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Marian

Gutierrez

Account Name:

Marian Gutierrez

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

[REDACTED]

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: Other

Utility Company:

Gold Canyon Sewer Company

Division:

[REDACTED]

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

5/10/2006 - OPPOSED OPINION

RE: Docket #SW-02519A-06-0015

Customer called to voice her *Opposed Opinion*.

Customer indicates Gold Canyon's made a proposal during the time of opening the new plant that the rate of \$30.00 monthly would remain the same and there would be no additional rate increase requests, although they now are requesting a rate increase of a outrageous amount, which customer feels they provided misleading information to their customers.

Customer feels if this rate increase is really necessary, Gold Canyon should be considerate of residents and increase the rates slowly over a period of time so it does not effect residents in a negative manner.

Per customer the majority of Gold Canyon residents are retired and living on fixed incomes just like herself. Customer feels this rate increase being requested is excessive, she paid \$16.00 a month for sewer services in Scottsdale, and is required to pay Gold Canyon almost double of that amount. She feels is this increase is due to the development occuring in this area and if this is the case the builders should be required to pay Gold Canyon to compensate for the monies needed.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

5/10/2006

I advised Ms. Gutierrez, the Arizona Corporation Commission appreciates the time she has taken to express her comments and concerns in this matter in which have been noted and will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record.

Advised Ms. Gutierrez, that the Commission will take into consideration her expressed concerns before a decision is rendered in the Gold Canyon Sewer Company pending application to increase rates.

CLOSED

End of Comments

Date Completed: 5/10/2006

Opinion No. 2006 - 51897

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51958

Date: 5/12/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Joe Last: O'leary

Account Name: Joe O'leary

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: Mike Weber

Contact Phone: (623) 935-9367

Nature of Complaint:

5/11/2006 - E-Mail Received:

RE: Docket # SW-02519A-06-0015

From: [REDACTED]
Sent: Thursday, May 11, 2006 7:49 PM
To: Utilities Div - Mailbox
Subject: GCWWTF case # DOCKET NO> SW-02519A-00-0638

I live in Gold Canyon; as a person that is here 4 mounths; I object to the raise in the sewer system. The rate of \$31.00 is already to high. This company is asking for a double the cost in hopes to get to half. That is way to high. It is a slap in the face to allow them anything. They know what they were getting into when they bought this plant.It was never good and smelled all the time. The state, from which I come, would never have allowed that plant to be built the way it was.I can not believe that it was ever allowed in the first place. If you allow this company any more payment; you have not done your job, as the people living here would expect. Thank you;
Joe O'leary

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

5/12/2006 - E-Mail Response to Customer:

April 12, 2006

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Good Afternoon Mr. O'leary,

This email is to acknowledge your email received by the Arizona Corporation Commission in regards to Gold Canyon Sewer Company and their request to increase rates.

The Arizona Corporation Commission appreciates the time you have taken to express your comments in this matter. Your comments have been noted and will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record, Docket# SW-02519A-06-0015.

The Commission will take your comments and concerns into consideration prior to rendering a decision in the Gold Canyon Sewer Company application.

In regards to the concern related to the plant causing a smell expressed within your opinion, the Commission would like to share a explanation provided by Gold Canyon Sewer Co. to the Arizona Corporation Commission for your convenience.

Received April 27, 2006:

"In response to the odor complaint statement concerning Gold Canyon Sewer Company's emission of odors is incorrect. First of all we have corrected the problems with our facility during the expansion project completed in October 2005. Part of the expansion project was to eliminate all odors from the facility by covering every tank or open basin in the facility and connecting all the covered tanks to a two-stage wet scrubber that removes odors. We were here in place long before the Bashas was built and have met the requirements from ADEQ for distance to other businesses or residential homes. Yes, Bashas did have strong odor odors in the parking lot even after we completed the odor control, Gold Canyon staff investigated the odor problems coming from the Bashas privately owned sewer system which consist of a collection system, grease traps and a lift station. Gold Canyon staff discovered that every clean out and grease trap caps were never installed. We discovered around 26 clean outs and numerous grease trap lines open to the atmosphere venting sewer and grease odors into the parking lot. We contacted the Bashas' owner, Pinal County and ADEQ for an on site inspection of the Bashas parking lot problem. Once the problem was reported the Bashas owner corrected all the problems except for the lift station wet well cover which is still letting odors escape at time. After the repairs the odors have mostly disappeared from the parking lot we are still dealing with a couple of restaurants who dump their grease out into the parking lot to wash it down the storm drains. Also we have a completely aerobic process that does not produce methane."

Should you have any additional questions or concerns please feel free to email me at Gortiz@azcc.gov or call me at [REDACTED]

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Service Analyst, Utilities Division
Arizona Corporation Commission
[REDACTED]

End of Comments

Date Completed: 5/12/2006

Opinion No. 2006 - 51958
