

SW 02519A-06-0015

ORIGINAL



0000054219

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51682

Date: 5/3/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Leo

Farmer

Account Name: Leo & Rosaleen Farmer

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  
1200 W. Washington St.  
Phoenix, AZ 85007

RECEIVED  
MAY -4 A 10:03  
CORP COMMISSION  
DOCUMENT CONTROL

Dear Commissioner,

The purpose of this letter is to ask you to review closely the Gold Canyon Sewer Company's request for raising our sewer prices. We live on a fixed income and while we expect increases in some of our services we were shocked when we heard our costs would increase by over 100%. Others who have lived here longer than we have, tell us that originally they were told that no change to the meter when the sewer company wanted to make modifications to their bill has decreased substantially, they are still days when you cannot walk outside or sit on your patio because of the odor.

All businesses are entitled to a return on their investment but this is ridiculous! Please consider our request to closely review their proposed rate increase and if necessary have them open their books to see what, if anything warrants this increase.

Thank you for taking the time to read this letter.  
Attention: Jeff Hatch-Miller, Chairman  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

May 3, 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: 5/3/2006

Opinion No. 2006 - 51682

---

SW 02519A06-0015

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51683

Date: 5/3/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Jack Cumming

Account Name: Jack & Oreen Cumming

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

Jack Cumming  
[REDACTED]

Gold Canyon, AZ 85218  
ARIZONA CORPORATE COMMISSION  
1200 W. Washington St.  
Phoenix, AZ 85207  
Attn: Jeff Hatch-Miller, Chairman  
RE: COMPLAINT  
Gold Canyon Sewer Corporation Rate Increase Request

Dear Mr. Hatch-Miller,

I am writing to complain about the rate increase request by our sewer company [Gold Canyon Sewer Company]. My reasons are:

- Gold Canyon Sewer assured us when they planned the upgrade of their plant on route 60 in Gold Canyon, there would be no increase in our rates
- The raise requested is unconscionable. More than double [\$55 per month to over \$70 per month]
- Those of us on fixed income are treated so unfairly by these types of deception, and the amount of increase requested
- They promised 'smell control', but odors are still coming from the plant, drive by in the late evening, you'll see.
- There has been no obvious change in their service

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

---

- The location of the plant [next to homes & golf course].

Please do the right thing and deny Gold Canyon Sewer Company their request for

- in the rates charged.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

May 3, 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: 5/3/2006

Opinion No. 2006 - 51683

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51684

Date: 5/3/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Bill Last: Atterberry

Account Name: Bill & Arlene Atterberry

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

April 28, 2006  
Mr. Jeff Hatch-Miller, Chairman  
Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, AZ 85007

Dear Sir:

This letter is being written as a complaint against Gold Canyon Sewer Company's request to raise our rates from \$35.00 to \$70.34 per month for our residential sewer service.

In 2002, Gold Canyon Sewer Company increased our rates to \$35 to control the odor problem. To date, they have not lived up to this promise, as the odor continues to be extremely offensive, especially on the golf course, and I am quite sure it has impacted the value of properties around it. In addition to their not fixing the problem, we were previously given assurances from the Sewer Company that there would be no raise in rates due to this modification.

Pethaps if they cannot operate within their budget, they should consider hiring others who can figure out how to do it without doubling costs.

Sincery,

Bill & Arlene Atterberry/  
[REDACTED]

Gold Canyon, AZ 85218  
cc: William A. Mundell  
Mare Spitzer  
Mike Gleason  
Kristin A. Mayes

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

May 3, 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: 5/3/2006

Opinion No. 2006 - 51684

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51686

Date: 5/3/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: William J.

Fern

Account Name: William J. Fern

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

1 May, 2006  
William J. Fern

[REDACTED]  
Gold Canyon, AZ 85218  
Arizona Corporate Commission  
1200 W. Washington Street  
Phoenix, AZ 85007  
RE: Complaint  
Mr. Miller:

We are year round residents of the Superstition Foothills Community. I'm writing in regards to a complaint that my wife and I have concerning the proposed rate increase by the Gold Canyon Sewer Company. The proposed 101% increase is absurd and totally unreasonable! The rate increase does not propose or guarantee any additional quality of service. For example, the odor omitted from the facility located just east of Basha's on Route 60 has been a problem for a long time and continues to be. Previously, before the company had completed the reconstruction and modifications, the customers were informed by the company that there would be no significant rate changes in the utilities. Now, they have a different agenda.

This proposed rate increase by far exceeds the inflation rate and cost of living of the average citizen. We are on a budget that would definitely be impacted by increased sewage rates at that magnitude. I know that my employer does not plan to increase my yearly salary by 10 1%.

The proposed action should be thoroughly reviewed and the 101% rate increased be denied. We believe that they are not entitled to the doubling of our residential monthly charges. Your support is appreciated and your professional action and fair decisive action expected. Thank you.

Respectfi.illy,

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

---

Willilm I. Fern  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

May 3, 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: 5/3/2006

Opinion No. 2006 - 51686

---

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 - 51687

Date: 5/3/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Larry L.

Purcell

Account Name: Larry L & Sharon K. Purcell

Home: [REDACTED]

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: (623) 935-9367

Nature of Complaint:

Docket No SW 02519A-06-0015

April 29, 2006  
Commissioners  
Jeff Hatch-Miller, Chairman  
William A. Mundell  
Marc Spitzer  
Mike Gleason  
Kristin A. Mayes  
Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix AZ 85007

Reference Docket No. SW-025 19A-06-0015

8

This letter is in reference to the requested raise by the Gold Canyon Sewer to \$70.34 a month. It is documented that after the improvements, there would not be an increase plus the odor problem would be resolved. The odor problem has not been solved to this day and now they want an increase. Even if the odor was eliminated the fee is totally unreasonable.

We are already one of the highest fees in the state to my knowledge. This type of increase would be very difficult for the many retired seniors that live on a fixed income in this area.

Sincerely,  
Sharon K. Purcell Larry L. Purcell  
MOuntainbrOOK Village  
[REDACTED]  
Gold Canyon AZ 85218  
[REDACTED]

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

---

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

May 3, 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: 5/3/2006**

**Opinion No. 2006 - 51687**

---

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

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 51688Date: 5/3/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: Leslie G

Svendsen

Account Name: Leslie G & Carolyn M. SvendsenHome: (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

Jeff Hatch-Miller, chair,  
 Arizona Corporation Commission  
 1200 W. Washington St.  
 Phoenix AZ 85007

Dear Mr. Hatch-Miller:

We are writing to express our objections to the proposed increase in sewer charges by Gold Canyon Sewer Company and ask that you investigate and stop this exorbitant increase.

Currently, we are charged a \$35 per month flat fee, even though our home in Gold Canyon is used only four months out of the year. At our home in Sioux Falls, S.D., our sewer bills for the months of December 2005, January, February, and March 2006 totaled \$37.00, an average of less than \$10 per month (we were here three of those four months). Gold Canyon Sewer Company's present rate is three and one-half times higher! It is our understanding that Gold Canyon Sewer Company gave assurances that no increase in fees would result from modifications to their facility on Route 60. To propose now to double their monthly fee to over \$70 is not only exorbitant, but is outrageous.

While everyone understands that fees must occasionally increase, it is unreasonable and without justification to double an already excessive fee.

We appreciate and thank you in advance for your careful attention to this matter.

\*End of Complaint\*

Utilities' Response:Investigator's Comments and Disposition:

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

---

May 3, 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: 5/3/2006

Opinion No. 2006 - 51688

---

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51691

Date: 5/3/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Frank Last: Funk

Account Name: Frank Funk 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

From: [REDACTED]  
Sent: Tuesday, May 02, 2006 7:31 PM  
To: Bradley Morton  
Subject: RATE INCREASE

Long before you people start talking about a rate increase, it seems to me that you would first solve the problem in this area! There has been a smell of sewage here for over five years; it seems to be better at times, but it's still here. Today it was easily detectable from our back yard, and I've heard that it's still evident on the golf course adjacent to where we live. If the new plant had cleared up the problem completely, I may have considered going along with the rate increase, but as of now, IT'S OUT OF THE QUESTION!!!

Frank Funk  
[REDACTED]  
Gold Canyon, AZ 85218  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton  
Sent: Wednesday, May 03, 2006 2:26 PM  
[REDACTED]  
Subject: RE: RATE INCREASE

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Mr Funk,

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. Please contact me if you have further issues.

\*End of Comments\*

Date Completed: 5/3/2006

Opinion No. 2006 - 51691

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51697

Date: 5/3/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Mary

Sherwood

Account Name: Mary Sherwood

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

From: [REDACTED]

Sent: Wednesday, May 03, 2006 12:03 PM

To: Bradley Morton

Subject: Docket No. SW-02519A-00-0638

This is a complaint regarding the above docket number.

There are very few families, fixed income or not, in Gold Canyon that can easily adsorb a doubling of the monthly sewer bill. GCSC has not been honest in the past regarding the elimination of bad odors while promising that they would not have to raise our sewer bills for at least seven years, and that the new facility would take care of all of the odor problems. A gradual raise spread out over several years would be much easier to accept.

Respectfully,

Mary Sherwood

[REDACTED]  
Gold Canyon, AZ 85218

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

From: Bradley Morton  
Sent: Wednesday, May 03, 2006 2:50 PM  
Subject: RE: Docket No. SW-02519A-00-0638

Ms Sherwood,

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. Please contact me if you have further issues

\*End of Comments\*

Date Completed: 5/3/2006

Opinion No. 2006 - 51697

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51698

Date: 5/3/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Vera

Walters

Account Name: Vera Walters

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

From: [REDACTED]

Sent: Wednesday, May 03, 2006 1:35 PM

To: Bradley Morton

Subject: Gold Canyon Sewer Rate Increase

Mr. Brad Morton,

I strongly object to the rate hike proposed for residents of Gold Canyon from the Gold Canyon Sewer Company. GCSC has not followed their stated commitment to provide the upgrade through means other than a rate increase.

Please make a reasonable compromise so I and my neighbors can continue to afford to live in this area.

Thank you,

Vera Walters,

[REDACTED]  
Gold Canyon, AZ 85218

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

---

From: Bradley Morton  
Sent: Wednesday, May 03, 2006 2:54 PM  
To: 'Vera Walters'  
Subject: RE: Gold Canyon Sewer Rate Increase

Ms Walters,

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. Please contact me if you have further issues.

\*End of Comments\*

**Date Completed: 5/3/2006**

**Opinion No. 2006 - 51698**

---

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51685

Date: 5/3/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Mike

Cline

Account Name: Mike & Nancy Cline

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

April 29, 2006
ARIZONA CORPORATION COMMISSION
1200 W. Washington Street
Phoenix, AZ 85007
ATTN: JEFF HATCH-MILLER
Chairman
RE: GCWWTF Case # DOCKET NO. SW-02519A-06-0015

Dear Commissioner Hatch-Miller:

I am writing to emphatically complain about the proposed 100% increase in our sewer rate by the Gold Canyon Sewer Company for the residents of MountainBrook Village. Our secluded community boasts the most magnificent views of the Superstition Mountains and the scenic golf course meanders through our beautiful homes. We all take so much pride in and love our tranquil and friendly neighborhood, and our desert landscaping and lack of street lights compliment the magnificence of the surrounding desert.

The residents of our 55 and older residential community are outraged by this proposed increase for a myriad of reasons, the foremost being:

- We currently pay more for sewer service than most (if not all) communities in the Valley (perhaps the entire state) (\$35 per month)
• We unsuccessfully fought the location on the original sewer plant which is located directly adjacent to our community, our golf course, grocery store/shopping center and neighboring homes. The "stench" from the plant is totally obnoxious 24/7, and we are concerned about it posing a health hazard to our residents
• We fought the expansion of the plant, also to no avail. We had two major concerns. 1) That the smell would be

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

---

worse and 2) That our rates would go up. Representatives from the sewer company assured us that their expansion would definitely resolve the odor issue and that they would not raise our rates to cover the cost. Our fears have been realized, as we were lied to on both issues! THE STENCH IS AS BAD AS EVER and now THEY WANT TO RAISE OUR CURRENT EXCESSIVE RATE BY 100% to \$70 per month!!! The thought is ludicrous!

- This is a retirement community, and an increase of this ridiculous magnitude could impose a financial hardship on many of our residents.
- We believe our property values may also be affected. A \$70/month sewer bill could deter some buyers from choosing MountainBrook (not to mention the disgusting smell!)

Please keep in mind that Gold Canyon Sewer Company did not spend the money to expand their existing plant to give us better service. Their selfish intent was to expand so they can offer sewer service to new and future housing developments to the East of us. Therefore, why should we pay for this expansion when the stench is still horrible, and we have not received additional service? Why shouldn't that cost be passed on to the developers who will financially benefit from sewer service for their new housing communities?

MountainBrook is a community comprised of approximately 50% Winter Visitors. Therefore, year-round residents are concerned that you will not receive an adequate number of letters urging you to deny their rate request because so many have left for the summer and will not return until after you convene to discuss this matter.

If this issue would have been brought to our attention during the winter months, I could guarantee you that your commission would be absolutely flooded with complaint letters from outraged residents who are absolutely sick of the disgusting smell and can't imagine paying twice what we currently pay. Please take this into consideration. The timing "stinks" as much as the sewer plant itself! I am sure it was as deliberately deceptive as their broken promises! Therefore, please accept each letter of protest with the attitude that it represents and voices the opinion of thousands of residents, not just the under signed!

I could ramble on and on, however, in fairness to you, I will close with a plea for you to deny this absurd rate increase! It would be more reasonable for you to take punitive measures and have them reduce our rate by 50% than to increase it by 100% in lieu of the fact that we still have to live with the horrible odor and the unsightly plant so close to our neighborhoods!  
If you have any questions, please feel free to contact us by phone, mail, or e-mail. We will be happy to offer additional support for our opposition to this rate increase.

Respectfully yours,  
Mike & Nancy CLINE  
[Redacted]  
Gold Canyon, AZ 85218

[Redacted]@comcast.net  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

May 3, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

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: 5/3/2006

Opinion No. 2006 - 51685

---



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51681

Date: 5/3/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Vernon

Kruse

Account Name: Vernon & Diane Kruse

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 1, 2006

- To: Arizona Corp. Commission
- Commissioners:
- Mr. Jeff Hatch-Miller, Chairman
- Mr. William A. Mundell
- Mr. Marc Spitzer
- Mr. Mike Gleason
- Ms. Kristin A. Mayes

Re: Gold Canyon Sewer Co. Complaint

We feel the doubling of our monthly sewer charge is unjustified. A company that needs to double rates has not been run efficiently. An increase of up to 20% would not be met with objections.

Diane Kruse  
Vernon Kruse  
[REDACTED]  
Gold Canyon, AZ 85218  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

---

May 3, 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: 5/3/2006

Opinion No. 2006 - 51681

---

FILE # SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51668

Date: 5/3/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Michael

Verbisky

Account Name: Michael Verbisky

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

[REDACTED]  
Gold Canyon, AZ 87218  
April 18, 2006

Attn: Commissioners

RE GCSSTF Docket No. SW - 02519A-00-0638

Dear Sirs/Madams

As property owners in Mountainbrook Village in Gold Canyon, Arizona and being Connected to Gold Canyon Sewer Company we oppose any proposed increase to our Sewer Services rate at this time for the following reasons:

1. FIVE YEAR COMMITMENT TO NO RATE INCREASE

During the Application Process by Gold Canyon Sewer Company to expand it's capacity and to up-date their plant the President of Gold Canyon Sewer stated that the Company would Not increase the rate to their customers for 5 years and that their customers would not be required to fund any expansion and improvement capitalization. We expect Gold Canyon Sewer Company to honor that commitment.

2. ODOR PROBLEM STILL EXISTS

During the Application for increasing capacity and upgrading their plant Gold Canyon Sewer Company undertook to resolve and remove the odors emitted by their plant that has plagued the Community. Unfortunately the odors emanating from the plant still exist with the upgrading. It is apparent that the improvements completed to-date have not rectified the odor problem and that more work still needs to be done. A report and plan of action by Gold Canyon Sewer Company to complete their commitment to eliminate the odors should be part of any rate review.

3. REVIEW TARIFFS

We request that the Arizona Commission revise Decision No. 56631 with respect to Reestablishment duration.

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

---

We are winter residents and use Gold Canyon Sewer Services for 6 months each year. Our Water Service to our residence is turned off for the 6 months we are away. We use No potable water and consequently No sewer is discharged from our residence during this time.

In 1997 we called Gold Canyon Sewer to explore the options available to us as 6 month residents. We were advised by Gold Canyon Sewer that under the Provisions of No. 56631 we were required to pay the full monthly rate whether we used the services or not. No.56631 only allows for a minimum 12 month disconnect with a \$ 25.00 reconnection fee.

It is our opinion that the 12 month disconnect period is unfair and Not equitable and a 90 day disconnect period with a \$25.00 establishment fee would be a fairer option. Some Service Companies such as trash removal offer annual stop-start options with no additional fee while others such as phone Companies offer vacation rates. Having to pay for full service when none is used is disproportionate.

**4. COMPARATIVE RATES**

It is our opinion that we should pay a rate comparable to the rates paid by other Communities for the same services as we receive. We believe that a study of rates paid by other Communities should be evaluated in this Application with allowances made for the continuing unpleasant odors being endured by Gold Canyon and Mountainbrook residents. The adjusted rates should be effective after the 5 year No Increase time has lapsed.

We would appreciate your including these comments in your deliberations.

If you would wish us to elaborate on any of these items or require additional information please write to our winter residence at the above or phone/fax [REDACTED]

Thank you.

Yours truly,

Michael Verbisky  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docket No SW 02519A-06-0015

5/03- I called customer and left a voice mail message that I will enter his Opinion into our database for the record and will also have his Opinion docketed so that the Commissioners may have the opportunity to read his concerns. I also left my toll free number to call me if he wants to discuss this further with ACC staff. CLOSED.  
\*End of Comments\*

**Date Completed: 5/3/2006**

**Opinion No. 2006 - 51668**

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz Phone: [REDACTED] 6 Fax: [REDACTED] 9

Priority: Respond Within Five Days

Opinion No. 2006 - 51679 Date: 5/3/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Otto Last: Schulz

Account Name: Otto Schulz Home: [REDACTED] 6

Street: [REDACTED] Work:

City: [REDACTED] CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

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

Nature of Complaint:  
5/3/06 - OPPOSED OPINION

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

Customer requests Commission not to increase rate application. He lives on a fixed income and financially this would be a burden. Customer claims he does not see or can understand the reason which would accommodate for the requested increase based on Gold Canyon not providing any additional services to them.

Customer is financial struggling in attempt of being able to keep up with all of the increase in rates that continue occurring, and though the cost of living in general continues to get higher and higher, the monthly income remains the same which make it hard for residents to survive and have the necessities life requires (gas, food, utilities, and medication).

Customer feels the Commission should look into a more reasonable increase such as 5% , instead of 101% which would be impossible to maintain.

Customer also indicates Gold Canyon still has a odor issue that you can still smell on the golf course.  
\*End of Complaint\*

Utilities' Response:

n/a  
\*End of Response\*

Investigator's Comments and Disposition:

5/3/06

Advised customer the Commission is very appreciative of the time he has taken to express his concerns in this matter, and that his opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record which will be taken into consideration by the Commission before a

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

decision is rendered in the Gold Canyon Sewer Company rate application.

Also, reiterated the response received from Gold Canyon Sewer Co. regarding the explanation of the odor issue to the customer.

Customer indicated he was not aware of the investigation involving Bashas, but at this point would like to focus on the rate increase.

CLOSED

\*End of Comments\*

Date Completed: 5/3/2006

Opinion No. 2006 - 51679

---

