

SW-02361A-05-0657



4700

**ORIGINAL** ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid      Phone: [REDACTED]      Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2006 - 53374      Date: 6/30/2006

Complaint Description:      08A Rate Case Items - Opposed

Complaint By:      First: William W. & Loraine      Last: Graham

Account Name:      William W. & Loraine C. Graham      Home: (480) 488-1944

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

City:      [REDACTED]      CBR: [REDACTED]

State:      AZ      Zip: [REDACTED]      is: Cellular

Utility Company:      Black Mountain Sewer Corporation

Division:      sewer

Contact Name:      n/a      Contact Phone: n/a

Nature of Complaint:

Consumer Services Division  
Arizona Corporation Commission – Utilities Division  
1200 West Washington Street  
Phoenix, AZ 85007  
Date: 6/16/2006  
Subject: Docket # SW-02361A-05-0657: Request from Black Mountain Sewer Company for a 13.52% Rate Increase in Carefree

RECEIVED  
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AZ CORP COMMISSION  
DOCUMENT CONTROL

Dear members of the Commission:

I am writing to oppose the Black Mountain Sewer Company's request for your approval to increase sewer rates 13.52% to Carefree and Scottsdale homeowners who use their system.

I have personally experienced or attest that other Carefree or Scottsdale homeowners I personally know have experienced the following problems with the operations of the Black Mountain Sewer System in Carefree and Scottsdale within the last two years:

(Please check those that apply)

\*\*\*\*Odor,

- Raw sewerage and/or effluent backing up in to individual homes,

\*\*\*\*Raw sewerage and/or effluent overflowing from the sewer lines, lift stations or other aspects of the system into the streets and/or desert,

- Loud noises and/or vibrations from malfunctioning lift station motors and valves,

- Large trucks pumping raw sewerage and/or effluent out from behind one blocked area of the system and transporting it to another section, removing a manhole cover closer to the processing plant and emptying the waste material into the open sewer

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

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– Other (please specify \_\_\_\_\_)

Before you approve any rate increase for Black Mountain Sewer Company I respectfully request that you require that they first address and solve the operating problems identified above.

Carefree or Scottsdale Homeowner Signature: William W. & Loraine C. Graham  
Address: [REDACTED]

6/16/06

Gentlemen,

This problem has been present since we have owned our home (1990). The facility itself is out dated, too small and should not be located as close as it is to residential property.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

6/30/06 left a message for customer stating that letter had been received and it will be filed in the Black Mountain Sewer Company docket No. SW-02361A-05-0657. closed

\*End of Comments\*

**Date Completed: 6/30/2006**

**Opinion No. 2006 - 53374**

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