



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51771

Date: 5/5/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Joyce

Mech

Account Name: Joyce Mech

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 called to voice her opinion against the pending rate increase for Gold Canyon Sewer Company. She thought \$35 was high, but now the company wants to double it.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised Ms. Mech that I would write up her comments for the official record. A copy was also placed in the docket SW-02519-06-0015. CLOSED.

End of Comments

Date Completed: 5/5/2006

Opinion No. 2006 - 51771

RECEIVED
2006 MAY - 8 P 1:10
AZ CORP COMMISSION
DOCUMENT CONTROL

RECEIVED

FILE IN 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 - 51768

Date: 5/5/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Robert A & Joan H Archer

Account Name: Robert A & Joan H Archer

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:

Received the following correspondence:

Subject: "This is a Complaint" Re: Gold Canyon Sewer Company rate increases

We are Mountainbrook Village home owners writing in hopes of preventing a proposed increase in our sewer rate. The present rate of \$35/mo is in the opinion of many here at MB is too excessive for this service and any increase above this amount to be greatly unjust and calls for help from our elected officials to see that it doesn't happen. Our only hope it do something to thwart off an increase of ANY amount in our sewer rate is in you hands. P(L)ease Help. The sewer company promised us that there would be no increases for the next 5 years- well the 5 years are not up yet. Also, the Sewer still stinks and they said it would no longer smell for us in the near by homes- well they lied again.

See you at the Polls

Robert and Joan Archer
6315 S. Sandtrap Drive
Gold Canyon, AZ 85218
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docket SW-02519A-00-0638

5/05- I spoke with Mr. Archer @ 1631 and told him we were in receipt of his Opinion against the proposed rate increase and that his Opinion would be docketed so that the Commissioners may have an opportunity to read his concerns prior to voting on this matter. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 5/5/2006

Opinion No. 2006 - 51768

FILE IN SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51783

Date: 5/8/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Marilyn

Thomas

Account Name: Marilyn Thomas

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 called to say that she is against the pending rate increase for Gold Canyon Sewer Company.
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Customer did not amplify on her opinion. I advised I would write up her comments, which now become part of the official record. A copy was placed in the docket SW-02519-06-0015. CLOSED.
End of Comments

Date Completed: 5/8/2006

Opinion No. 2006 - 51783



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51785

Date: 5/8/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Larry L. Last: Ward

Account Name: Larry L & Elizabeth A. Ward

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

ELIZABETH A. AND LARRY L. WARD

[REDACTED]
GOLD CANYON, Az 85218
[REDACTED]

email: pamnlarry@earthhkn.net

May 3, 2006
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007
Attn: Jeff Hatch-Miller, Chairman
RE: Gold Canyon Sewer Co. increase request

Dear Mr. Miller:

We are residents of Mountainbrook Village and on a fixed income. The doubling of our monthly charge, with no change in services, will cause great financial difficulty. Since the reconstruction we have not seen any of the benefits of less odor or obvious sewer service.

We hope that you will find that the current charge of \$35/month is more than sufficient.

Thank you in advance for your time in considering this matter.

Sincerely,

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

May 8, 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: 5/8/2006

Opinion No. 2006 - 51785

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51784

Date: 5/8/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Charles

Gudewich

Account Name: Charles & Muriel Gudewich

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

Charles Gudewich

[REDACTED]
Gold Canyon, AZ 85218

May 4, 2006

Jeff Hatch-Miller, Chairman

Arizona Corporation Commission

1200 W. Washington St.

Phoenix, AZ 85007

Jeff Hatch-Miller

This letter is a COMPLAINT with respect to the Gold Canyon Sewer Company proposed rate increase of 100% to \$70.00 per month. This increase would double the present rate for essentially the identical service now being provided to Gold Canyon residents.

I am led to believe this rate increase is being proposed to recapture the incurred cost required to bring the Gold Canyon Sewer facilities on route 60 in compliance with state regulations; which they should have been in compliance with in the first place.

I am retired and living in Mountainbrook Village. Like most retirees I have a fixed limited income and are confronted with today's rising monthly costs, including higher fuel costs, and related surcharges passed on to consumers due to higher fuel costs.

I feel it is unconscionable for the Gold Canyon Sewer Company to consider proposing a 100% increase of its residential monthly fee. Maybe a reasonable controlled increase would be in order, not a ridiculous monthly rate doubling, especially in light of the previous assurance from the Gold Canyon Sewer Company as to no raise in rates related to their required modifications. Please deny a rate increase of this magnitude.

Sincerely,
Charles Gudewich

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

May 8, 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: 5/8/2006

Opinion No. 2006 - 51784

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No.: 2006 - 51782

Date: 5/8/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

D.

Donnelly

Account Name:

D. Donnelly

Home: (480) 000-0000

Street:

n/a

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: Sunday, May 07, 2006 12:50 PM
To: Bradley Morton
Subject: Sewer increase

I too am a concerned resident of Gold Canyon and strongly object to the issue of sewer rate increase. Please keep me informed of any action.

Thank you

D. Donnelly
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Monday, May 08, 2006 8:36 AM
[REDACTED]
Subject: RE: Sewer increase

D. Donnelly,

I am in receipt of your opinion regarding the Gold Canyon Sewer Company rate case and will docket it so it is

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

part of the case and the Commissioners will be aware of your concerns. Contact me if you have further issues.
End of Comments

Date Completed: 5/8/2006

Opinion No. 2006 - 51782

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51781

Date: 5/8/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Mr

Lucero

Account Name: Lucero Family

Home: (480) 000-0000

Street: n/a

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: Sunday, May 07, 2006 9:34 AM
To: Bradley Morton
Subject: Complaint:SW-02519-A-00-0638.

We find that the rate of increase suggested will be extremely unfair and many of us in Gold Canyon live on a fixed income.

Respectfully,

The Lucero Family
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Monday, May 08, 2006 8:32 AM
[REDACTED]
Subject: RE: Complaint:SW-02519-A-00-0638.

Lucero Family,

I am in receipt of your opinion regarding the Gold Canyon Sewer Company rate case and will docket it so it is

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

part of the case and the Commissioners will be aware of your concerns. Contact me if you have further issues.
End of Comments

Date Completed: 5/8/2006

Opinion No. 2006 - 51781

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51780

Date: 5/8/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Larry

Butler

Account Name: Larry Butler

Home: (480) 000-0000

Street: n/a

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: Sunday, May 07, 2006 9:33 AM
To: Bradley Morton
Subject: COMPLAINT TO- rate increase- SW-02519A-00-0638

mr morton, gold canyon sewer said that they would not raise their rates with the expansion of its facilities--read my lips no rate increase!!! PLEASE NO RATE INCREASE! LARRY BUTLER [REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Monday, May 08, 2006 8:28 AM
[REDACTED]
Subject: RE: COMPLAINT TO- rate increase- SW-02519A-00-0638

Mr Butler,

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 you have further concerns please contact me.
End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 5/8/2006

Opinion No. 2006 - 51780

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51779

Date: 5/8/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: John E

Rowe

Account Name: John E Rowe

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

[REDACTED]

Sent: Saturday, May 06, 2006 2:40 PM

To: Bradley Morton

Subject: Sewer Rate Complaint

Brad Morton

I am addressing the unfair Sewer Rate for Gold Canyon that is being proposed. It is not only unfair and exorbitant but it violates what I have been told is a promise made not to increase the rate for a 5-year period.

As a part time resident I feel the flat rate method of billing (not being based on usage) is unfair; and now a more than doubling of this flat rate adds insult to injury.

I am asking you to examine a rate based on water usage like most of the rest of the United States does, and secondly to adhere to the "no rate increase" promise made when the treatment plant upgrade was proposed.

John E. Rowe

[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: Monday, May 08, 2006 8:21 AM
[REDACTED]
Subject: RE: Sewer Rate Complaint

Mr Rowe,

I am in receipt of your opinion in regard to 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 you have further issues please contact me.

End of Comments

Date Completed: 5/8/2006

Opinion No. 2006 - 51779

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 51793Date: 5/8/2006Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: **Bradley** Last: **Piper**

Account Name: Bradley PiperHome: [REDACTED]Street: n/aWork:City: Gold canyonCBR:State: AZ Zip: 85218is:Utility Company: **Gold Canyon Sewer Company**Division: SewerContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

Docket No SW 02519A-06-0015

May 2, 2006

Ms. Kristin A. Mayes

Arizona Corporation Commission

1200 W. Washington Street

Phoenix, AZ 85007

Subject: Proposed Sewer Rate Increase

Dear Ms. Mayes:

Let's get serious! Your current sewer rate is too high for Mountain Brook Village(MBV) residents where many of us are gone up to seven months of the year. Being retirees and having lived in other areas in the past, we know that your current treatment is out of line with that of other communities.

I object to your Commission using the old ploy of asking for the moon and then settling for a lesser amount, which has already been established, so that it looks like a knight in white shining armor!

We are one and two persons per living unit with limited incomes. What happened to the assurance given to us in the past that the improved treatment facility would not increase rate for MBV?

Sincerely yours,

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

May 8, 2006

Called consumer on behalf of Commissioner mayes and clarified some issues in his letter. Explained rate case and docket procedure and assured him his opinion is valuable.

End of Comments

Date Completed: 5/8/2006

Opinion No. 2006 - 51793

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 51789Date: 5/8/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: Jack L.

Anderson

Account Name: Jack L. AndersonHome: (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 1, 2006

Mr. Jeff Hatch- Miller, Chairman
 Arizona Corporation Commission
 Utilities Division
 1200 West Washington
 Phoenix, AZ 85007-2996

Re: GCWWTF Case/Docket No. SW 025 19A-06-0015

Dear Mr. Hatch-Miller

As a resident of Gold Canyon, Arizona and a customer of the Gold Canyon Sewer Company (GCSC), this is being written in opposition to the GCSC's request to increase our cost from \$35 to \$70.34 per month for my residential sewer service.

I cannot find any justification for such an increase. In fact, I wonder how GCSC can justify its current \$35 monthly charge. In the year 2005 water usage charge for our residence were approximately \$300 and GCSC charges us \$420 to discharge it through the sewer system. I believe the \$35 per month charge is already exorbitant.

The GCSC odor problem has not been resolved. The odor is apparent on the golf course adjacent to the sewer plant and also at Basha's store next to it and on Highway 60 when passing by. I understand that GCSC's charter or grant to do business in Gold Canyon allows them to earn a 10% profit. If that is correct, I 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,
 Jack L. Anderson

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

CC: Commissioners Kristin Mayes, William Mundell, Marc Spitzer, Mike Gleasson, Sandie Smith, Pinal County Supervisor, Dennis Gibson, MBV Homeowners Assoc.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

May 8, 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: 5/8/2006

Opinion No. 2006 - 51789

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 51790Date: 5/8/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: Donald I

Lueker

Account Name: Donald L & Naomi R LuekerHome: (480) 000-0000Street: n/aWork: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 1, 2006

Mr. Jeff Hatch- Miller, Chairman
 Arizona Corporation Commission
 Utilities Division
 1200 West Washington
 Phoenix, AZ 85007-2996

Re: GCWWTFCasefDocketNo. SW02519A-O6-0015

Dear Mr. Hatch-Miller

As a resident of Gold Canyon, Arizona and a customer of the Gold Canyon Sewer Company (GCSC), this is being written in opposition to the GCSC's request to increase our cost from \$35 to \$70.34 per month for my residential sewer service.

I cannot find any justification for such an increase. In fact, I wonder how GCSC can justify its current \$35 monthly charge. In the year 2005 water usage charge for our residence were approximately \$300 and GCSC charges us \$420 to discharge it through the sewer system. I believe the \$35 per month charge is already exorbitant. The GCSC odor problem has not been resolved. The odor is apparent on the golf course adjacent to the sewer plant and also at Basha's store next to it and on Highway 60 when passing by.

I understand that (3CSC's charter or grant to do business in Gold Canyon allows them to earn a 10% profit. If that is correct, I believe the commission should audit GCSC's books and determine if they are currently realizing a profit on the \$35 per month charge.

CC: Commissioners Kristin Mayes, William Mundell, Marc Spitzer, Mike Gleason, Sandie Smith, Pinal County Supervisor

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

May 8, 2006

No telephone listing nor address supplied.

End of Comments

Date Completed: 5/8/2006

Opinion No. 2006 - 51790

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51787

Date: 5/8/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Darrell D. Last: Mitchell

Account Name: Darrell D & Beverly J Mitchell 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

[REDACTED]
Gold Canyon, AZ 85218
May 3, 2006
Arizona Corporation Commissioners
1200 W. Washington St.
Phoenix, AZ 85007

Dear Commissioners:

Raising our Gold Canyon sewer rates is-# 1.- a breach of faith by the sewer company since it originally gave us assurance that Q rate increase would occur related to their expansion. Now they not only want to increase rates, but want to more than double present rates with the suggested increase. Even though the sewer company claims their expansion is completed, we still have to deal with sewer smell on certain days when winds are just right and foul odors carry into the nearby shopping and residential areas. That, in our opinion, describes a job not properly completed. Putting the sewer control in the residential/shopping area was a poor choice to begin with, but assurance was there that these foul odors would not be emitted because they would be taken care of. Not so.

In a large percentage of the households comprising Mountain Brook and Gold Canyon, living is based on retirement incomes. It is a fact well known to most, that fixed incomes do not come with raises to cover increased costs. Erroneous assumptions which we repeatedly hear, that residents of this area are all wealthy retirees on unlimited incomes, is just not true. Hard work and past saving has enabled folks like us to be able to live in a nice residential area such as this. Hitting the residents with outrageously increased fees for vital services such as sewer is unconscionable. Also, what added services are we getting now as/versus prior to the expansion? We are being wrongly penalized for the company's poor planning, which was led by bad choice of location, then poor control of odors and the eventual need to spend big bucks to try to overcome these problems. Furthermore, many of us spend only part of a year using the sewer system since many are away from the area for three to six months. . Yet we are to be charged with the proposed exorbitant rate increase. How can you justify

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

expecting residents to pay these outrageous bills?

If the sewer company signed the contract with Gold Canyon in good faith before the expansion began, we believe they owe us delivery of the promises made to this community at that time-ic: full odor control and no-or controlled rate increases. We hope you will seriously reconsider the sewer rate increase.

Thank you.
Sincerely,
Darrell and Beverly Mitchell
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

May 8, 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: 5/8/2006

Opinion No. 2006 - 51787
