

ORIGINAL



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**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

4700

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51760

Date: 5/5/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Jan

Saylor

Account Name: Jan Saylor

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: Thursday, May 04, 2006 4:25 PM
To: Bradley Morton
Subject: Docket #SW-02519A-00-0638 Complaint

RECEIVED
2006 MAY -5 P 3:30
AZ CORP COMMISSION
DOCUMENT CONTROL

Regarding the sewer rate increase at Gold Canyon, I do not see the "automatic" increase with little or no change to service to be acceptable.

Although grateful for the recent expansion, I do not see how they can expect the residents to "pay" for their needs. At best there should be some controlled increases after close scrutiny. The location of this facility is a black eye on the community. We must deal with the location and the "smell".

Thank you for your time.

Sincerely,

Jan Saylor

[REDACTED]

Gold Canyon AZ 85218

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Friday, May 05, 2006 12:21 PM

[REDACTED]

Subject: RE: Docket #SW-02519A-00-0638 Complaint

131410710

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Jan Saylor,

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 issues please contact me.

End of Comments

Date Completed: 5/5/2006

Opinion No. 2006 - 51760

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51758

Date: 5/5/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Jean Last: Lesieutre

Account Name: Jean Lesieutre

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: Friday, May 05, 2006 11:20 AM
To: Bradley Morton
Subject: Gold Canyon Sewer Increase proposal

RECEIVED
MAY -5 P 3:19
AZ CORP COMMISSION
DOCUMENT CONTROL

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

This is to complaint on the Gold Canyon Sewer Company proposal to double residential customer's sewer bills

Jean Lesieutre
[REDACTED]

EarthLink Revolves Around You.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Friday, May 05, 2006 12:16 PM
[REDACTED]
Subject: RE: Gold Canyon Sewer Increase proposal

Ms. Lesieutre,

514127187

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 issues.

End of Comments

Date Completed: 5/5/2006

Opinion No. 2006 - 51758

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51734

Date: 5/4/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Linda

Pitts

Account Name:

Linda Pitts

Home: (480) 000-0000

Street:

[REDACTED]

Work:

City:

Gold Canyon

CBR:

State:

AZ Zip: 85012

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: Thursday, May 04, 2006 9:00 AM

To: Bradley Morton

Subject: Sewer increase

Dear Mr. Morton & ACC,

My family has lived in Gold Canyon for 7 years and from the beginning the sewage smell was horrid. Today, in 2006, the sewer smell is STILL horrid. It does not matter what kind of construction they did, if there is no improvement to the smell then they wasted their money. Now, they have some nerve to come expecting the residents to pay for their waste. It may be a much improved piece of utility facility but there's still a smell. So, what did we pay for I ask you? On top of that, the amount will double, for what? I think someone forgot that not all residents in Gold Canyon are wealthy, some have been here living minimumly for years and the financial stress to those residents is not fair at all. Mediacom's basic rates are cheaper than doubling the sewer, and they offer alot more.

Lastly, I read the article, when they stated 'no increase will be passed on to the residents'. PERIOD.

Thank you for your time,

Linda Pitts

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Thursday, May 04, 2006 2:30 PM

Subject: RE: Rate increase case docket No. SW-02519A-00-0638

Mr & Mrs Swartz,

I am in receipt of your opinion regarding The Gold Canyon Sewer Company rate case and I 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: 5/4/2006

Opinion No. 2006 - 51735

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51735

Date: 5/4/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Don Last: Swartz

Account Name: Don & Linda Swartz

Home: (480) 000-0000

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85018

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]@netnet.com
Sent: Thursday, May 04, 2006 12:38 PM
To: Bradley Morton
Subject: Ref:Rate increase case docket No. SW-02519A-00-0638

May 4, 2006

To: Mr. Brad Morton
Subj: Complaint with reference to above rate increase.

Dear Mr. Morton:

We believe the proposed rate increase of more than double is unconscionable. Also, past promises of smell control have not been met, and the location of the sewer company is objectionable in a residential and shopping area. Many of us are retired (no pensions) and living on limited incomes. We can handle reasonable, controlled rate increases but not the extreme. In addition, there has not been any obvious changes in sewer service.

This subject will be followed closely by us.

Thank you for your anticipated consideration and time.

Sincerely,

Don and Carol Swartz
[REDACTED]

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Thursday, May 04, 2006 2:24 PM

[REDACTED]
Subject: RE: Sewer increase

Ms Pitts,

I am in receipt of you opinion regarding the Gold canyon Sewer Company rate case and will docket it so it is part of the case and the Commissions are aware of your concerns. Please contact me if you have further issues.
End of Comments

Date Completed: 5/4/2006

Opinion No. 2006 - 51734

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Priority: Respond Within Five Days

Opinion No. 2006 - 51742

Date: 5/4/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Ray Last: Dent

Account Name: Ray & Nancy Dent

Home: (480) 000-0000

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85018

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: Thursday, May 04, 2006 5:48 PM
To: Bradley Morton
Subject: ACC HEARING RE GCSC

DEAR MR MORTON,

WHAT HAPENED TO ALL THE PROMISES THAT GCSC MADE REGARDING THE SEWER COMPANY PROBLEMS. SMELL ABATEMENT, NO RATE INCREASES AND ON AND ON WHEN THEY WERE TRYING TO GET THE PERMIT TO EXPAND AND REPAIR ALL THE PROBLEMS OF THE PAST. THE BIGGEST PROBLEM WAS THE AROMA, AND IT IS NOT PLEASANT TO ANYONE ON THE GOLD COURSE, NOR THE RESIDENTS LIVING WITHIN ABOUT A 1/4 MILE FROM THE PLANT.

APPARENTLY GCSC MADE SOME BAD BUSINESS DECISIONS AND THEY WANT US TO BE THEIR SCAPEGOAT AND BAIL THEM OUT. I FEEL THEY EXPANDED TO TAKE IN ADDITIONAL DEVELOPEMENT IN THE EAST VALLEY AND IT HAS NOT DEVELOPED AS FAST AS THEY THOUGHT, BUT THIS IS BUSINESS DECISION THAT THEY SHOULD HAVE TO LIVE WITH. IF THEY CAN NOT MAKE IT WORK THEN THEY HAVE OTHER OPTIONS, SUCH AS BANKRUPCY, SELL TO THE CITY OF AJ OR GET OUT AND FIND ENOUGH BUSINESS TO MAKE IT WORK AT CURRENT LEVELS. NO GOVERNMENT AGENCY GAVE MY BUSINESS ADDITIONAL MONEY WHEN WE HAD A BAD MONTH. GCSC KNEW WHAT THEY WERE GETTING INTO WHEN THEY BOUGHT AND NO COMMISSION IN THEIR RIGHT MIND SHOULD ALLOW SUCH A RATE INCREASE TO BE BROUGHT BEFOR THEM.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

THANK YOU FOR YOUR TIME

RAY & NANCY DENT SS FIXED INCOME
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Thursday, May 04, 2006 3:54 PM
[REDACTED]
Subject: RE: ACC HEARING RE GCSC

Mr & Mrs Dent,

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: 5/4/2006

Opinion No. 2006 - 51742
