

SW-02519A-06-0015

ORIGINAL



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**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51718

Date: 5/4/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Ron and Jan

Hybertson

Account Name: Ron and Jan Hybertson

Home: (000) 000-0000

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: [REDACTED]

Nature of Complaint:

****SW 02519A-06-0015****

Received following correspondence from customer -

Arizona Corporation Commission
Jeff Hatch-Miller, Chairman
William Mundell
Marc Spitzer
Mike Gleason
Kristin A. Mayes

RECEIVED
2006 MAY -4 P 4: 39
AZ CORP COMMISSION
DOCUMENT CONTROL

Dear Commissioners:

Please accept our objection to the increase in monthly residential sewer charge proposed by Gold Canyon Sewer Company. (GCWWTF Case/Docket No.SW 02519A-00-0638)

As winter residents of Gold Canyon, Arizona, and customers of the Gold Canyon Sewer Company's services, we find that the current charge of \$35.00 per month is considerably more than what a comparable service costs in other communities with which we are familiar. Therefore, GCSC's proposal to double the service fee to \$70.34 is exorbitant, excessive and unreasonable.

Please investigate the rationale and purpose of the proposed increase, their quality of service, and the overall fairness of our sewer service charges. Also, please be aware that we pay for GCSC's service whether we are in our residence or away for 6-7 months.

In advance, we thank you for your careful and thoughtful consideration of this matter.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Ron Hybertson
Jan Hybertson
MountainBrook Village

Cc: Dennis Gibson, MountainBrook Village Community Manager
Sandie Smith, Pinal County Supervisor
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and in the Docket for this case. Responded to customer with the following -

Dear Mr. and Mrs. Hybertson:

Your letter regarding the Gold Canyon Sewer Company ("Company") 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 Company 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 at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 5/4/2006

Opinion No. 2006 - 51718
