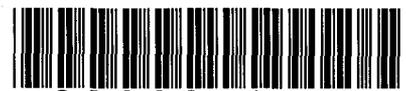


SW-02361A-05-0657



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ORIGINAL

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2006 - 52993

Date: 6/15/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Thomas A.

Geldermann

Account Name: Thomas A. Geldermann

Home: (000) 000-0000

Street:

Work:

City:

CBR:

State:

AZ Zip: 85262

is:

Utility Company: Black Mountain Sewer Corporation

Division: sewer

Contact Name: Mike Weber

Contact Phone:

Nature of Complaint:

\*\*\*\*\*SW-02361A-05-0657\*\*\*\*\*

Received the following correspondence -

Thomas A. Geldermann

Telephone

Email

Monday, June 12, 2006  
Consumer Services Division  
Arizona Corporation Commission  
Utilities Division  
1200 West Washington St.  
Phoenix, AZ 85007

Dear Sirs,

I reside at [redacted] AZ 85262. My home is in the Boulders community and is serviced by the Black Mountain Sewer Company.

The Black Mountain Sewer Company is in the process of requesting a 13.52% rate increase. I vehemently oppose this increase. This utility has demonstrated that they are unable to service their customers. Our home is located on Quartz Valley Dr. This street dead-ends into Boulder Dr.

At any given time while turning into Boulder Dr., we can encounter obnoxious sewer aromas. Black Mountain Sewer Company has been requested to solve this problem on numerous occasions. They have done nothing to fix the existing sewers other than superficial patching.

RECEIVED  
2006 JUN 19 1 P 3: 26  
AZ CORP COMMISSION  
DOCUMENT CONTROL

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

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If this company showed concern for their customers and the ability to provide a first class system, I would support a raise. But since, they have demonstrated neither, I remain opposed.

Thank you for your consideration.

Respectfully yours,

Thomas A. Geldermann  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Responded to customer with the following correspondence -

Mr. Thomas A. Geldermann

[REDACTED]  
85377

RE: BLACK MOUNTAIN SEWER COMPANY

Dear Mr. Geldermann:

Your letter regarding the Black Mountain Sewer Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's 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: 6/19/2006**

**Opinion No. 2006 - 52993**