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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53296

Date: 6/28/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: George Platt

Account Name: George Platt

Home: [REDACTED]

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

Mr. Marc Spitzer
The Arizona Corporate Commission
1200 W. Washington Street
Phoenix, AZ 85007
Subject: Docket No. SW- 0251 9A-06-0015

RECEIVED
2006 JUN 28 1P 2:26
AZ CORP COMMISSION
DOCUMENT CONTROL

Dear Mr. Spitzer,

The purpose of this letter is to voice my strong objections regarding the requested sewer rate increase by the Gold Canyon Sewer Company. Please consider this a major complaint from an existing customer. There are three primary reasons for my objections to this increase:

- 1. The current \$35 per month rate, when combined with my monthly water bill, is considerably higher than the comparable rate I was paying in the metropolitan Milwaukee area prior to moving here. Since I consider the current water bill to be reasonable, this strongly suggests that the existing sewer rate is already too high.
2. The management of Gold Canyon Sewer, in order to "sell" their recent plant expansion, made assurances that this capital investment would not result in a customer rate increase. Their request for a ridiculous doubling of the monthly rate suggests two possible things. Either they were lying about no rate increase or they were terribly incompetent in projecting their P & L Statement, post plant expansion. Whichever the case, their customers should not be picking up the bill. They should live with the situation that they created.
3. As a customer, I will see no change in the service level that I receive if this huge increase is granted. If there were some kind of benefit, perhaps there would be some argument for a reasonable rate increase.

Perhaps the horse is already out of the barn, but in my opinion, this sewer plant never should have been located where it is. There certainly should not have been approval for an expansion of the plant. It is right in the middle of

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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a residential I commercial area. It is my further opinion that at the time the plant was built, it would not have been very difficult to forecast that in the future there would be significant development immediately beside Highway 60.

If the sewer company could eliminate the foul odor emanating from the plant, maybe the location would be marginally acceptable. The sewer company has promised on many occasions that this terrible smell would be eliminated. I will absolutely guarantee that they have not accomplished this. This company has not lived up to its promises.

I would strongly urge the Corporate Commission to not grant this rate increase or anything remotely close to their request.

Thank you for considering my comments.

Sincerely,

George Platt

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

June 28, 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: 6/28/2006

Opinion No. 2006 - 53296

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53298

Date: 6/28/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Richard

Danielson

Account Name: Richard & Lois Danielson

Home: [REDACTED]

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

Mr. Jeff Hatch-Miller, Chairman  
Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, AZ 85007

Dear Mr. Hatch-Miller:

[REDACTED]

As homeowners in Mountainbrook Village in Gold Canyon we are strongly opposed to the proposed increase in the sewer rate charged by Gold Canyon Sewer Corporation. We feel that more than doubling the rate to \$70 a month is excessive. We understand that Gold Canyon Sewer gave 2003 that there would be no further increases related to their expansion. We are retired, come, and spend only five months a year in Gold Canyon, yet pay for services the entire no obvious benefit to us for the increase in rate. We urge the Commission to limit the increase in the sewer rate to something more in line with surrounding communities.

June 21, 2006  
Richard and Lois Danielson  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

June 28, 2006

RE: GOLD CANYON SEWER COMPANY

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

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Dear Sewer Customer:

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☐☐☐☐Sincerely,  
☐☐☐☐Bradley G. Morton  
☐☐☐☐Public Utilities Consumer Analyst II  
☐☐☐☐Utilities Division  
\*End of Comments\*

**Date Completed: 6/28/2006**

**Opinion No. 2006 - 53298**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53299

Date: 6/28/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Dennis

Staebell

Account Name: Dennis Staebell

Home: [REDACTED]

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

CRUSH RIDICULOUS FLUSHING FEES!!!

Mr. Morton and Commissioners:

This letter is regarding the Gold Canyon Sewer/Algonquin Power Income Fund's proposed 100% increase to \$70 per month. .GCWWTF Case Docket No. SW-02519A-OO-0638. It is difficult to comprehend how any company can justify the current \$35 per month when surrounding communities are paying under \$20 per month. I/We find this proposed increase ludicrous as many Gold Canyon residents are retired and living on fixed incomes.

Furthermore, this Community was promised by former management that there would be no further increases after the 2003 increase you granted to Gold Canyon Sewer.

It seems perhaps that Algonquin Power Income Fund may have "over" invested a hefty sum to expand their out-dated facilities and "to attempt" the correction of local unpleasant odorous situations. But---does this give them right to take advantage of a situation where we have no other alternative??? The answer to this questions is "NO"! There are still odor issues & we shouldn't have to pay for their expansion to a sewer system they chose to over-extend!!!! Your attention to this matter is appreciated.

Gold Canyon Property Owner  
\*End of Complaint\*

Gold Canyon Property Owner

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

June 28, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

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

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☐☐☐☐☐Sincerely,  
☐☐☐☐☐Bradley G. Morton  
☐☐☐☐☐Public Utilities Consumer Analyst II  
☐☐☐☐☐Utilities Division  
\*End of Comments\*

Date Completed: 6/28/2006

Opinion No. 2006 - 53299

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**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 53295Date: 6/28/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By:

Gene

Seegers

Account Name:

Gene &amp; Ayn Seegers

Home: [REDACTED]Street:

[REDACTED] East Four Peaks Ln

Work:City:

Gold Canyon

CBR:State:

AZ

Zip: 85218is:Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No SW 02519A-06-0015

Ayn &amp; Gene Seegers

[REDACTED]  
Gold Canyon, AZ 85218

Attn; Arizona Corporation Commission

Re; Sewer Rate Increase, Docket# SW-02519A-00-0638

☐The Gold Canyon Sewer Corporations request to double it's rate is not warranted. The sewer service has not improved. The odor caused by the operation of the plant has been reduced, but not eliminated. The original should have been designed better in the first place. There had to have been cost over-runs on labor due to the improvement taking a long time. Fifteen to seventeen vehicles were parked outside the construction sight for at least 3 months. I drive by the plant every day and saw how slow the construction was progressing.

☐A doubling of the rate will adversely affect may people in Gold Canyon on fixed incomes. The increase is no comparable to other sewer plant charges in near-by areas, we request the increase be denied and our complaint be recorded.

Sincerely your;  
Eugene F. Seeger  
Ayir L. Seeger  
\*End of Complaint\*

Utilities' Response:Investigator's Comments and Disposition:

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

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Called consumer, confirmed receipt of opinion, explained docketing and rate case process. \*  
\*End of Comments\*

**Date Completed: 6/28/2006**

**Opinion No. 2006 - 53295**

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