



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54430

Date: 8/11/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Ken Last: Straub

Account Name: Ken Straub 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 Sw02519A-06-0015

From: [REDACTED]
Sent: Tuesday, August 08, 2006 1:24 PM
To: Bradley Morton
Subject: Gold Canyon Sewer

Just a note to voice my objection to the rate increase asked for by Gold Canyon Sewer Co. A rate increase is one thing but this is robbery and no better that a common criminal they might as well stick a gun in our ribs!

Ken Straub
[REDACTED]
Gold Canyon, Az. 85218
E mail Goldcanyonstraub@AOL.com
End of Complaint

Arizona Corporation Commission
DOCKETED

AUG 14 2006

DOCKETED BY [REDACTED] NR

AZ CORP COMMISSION
DOCUMENT CONTROL

2006 AUG 14 A 8:58

RECEIVED

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Friday, August 11, 2006 10:20 AM
Subject: RE: Gold Canyon Sewer

Dear Mr Straub,

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 will be aware of your concerns. please contact me if you have further issues.

Sincerely,
Bradley G. Morton
End of Comments

Date Completed: 8/11/2006

Opinion No. 2006 - 54430

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54428

Date: 8/11/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: John P

Last: Sudimack DDS

Account Name: John P Sudimack DDS

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: (908) [REDACTED]

Nature of Complaint:

Docket no Sw02519A-06-0015

[REDACTED]
Sent: Thursday, August 10, 2006 10:49 AM
To: Bradley Morton
Subject: gold canyon fiasco

Brad Morton IN ALL OF MY YEARS IN BUSINESS AND SERVICE IN THE PUBLIC ARENA I HAVE NEVER SEEN A RATE INCREASE REQUEST SO OUTRAGEOUS AS THAT SUBMITTED BY GCSC. I HAVE YET TO SEE ANY RATIONAL TO JUSTIFY SUCH A HORRENDOUS RATE INCREASE. WE IN THE BUSINESS WORLD DONT PASS ON THE FULL COST OF IMPROVEMENTS TO OUR CUSTOMERS BUT RATHER AMORTIZE IT OVER A PERIOD OF YEARS. TO ME THIS RATE INCREASE REQUEST IS TOTALLY OUT OF LINE AND DOES NOT SHOW ANY BUSINESS SENSE. AS TO GCSC CONCERN FOR ITS CUSTOMERS THIS REQUEST SHOWS NONE.

JOHN P. SUDIMACK,D.D.S.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Friday, August 11, 2006 10:13 AM
To: [REDACTED]
Subject: RE: gold canyon fiasco

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Dr Sudimack,

I am in receipt of your opinion regarding the Gold Canyon Sewer Company rate case and I will docket it so it becomes part of the case and the Commissioners are aware of your concerns. Mountain Brook Village is where the 9/13/06 Public Comment Meeting is being held. Please contact me if you have further questions.

Sincerely,
Bradley G. Morton
End of Comments

Date Completed: 8/11/2006

Opinion No. 2006 - 54428

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54432

Date: 8/11/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Carol Last: Cromey

Account Name: Carol Cromey

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 Sw02519A-06-0015

Carol Cromey
[REDACTED]
Gold Canyon, AZ 85218

[REDACTED]
August 6, 2006
Mr. Jeff Hatch-Miller, Chairman
Arizona Corporation Commission Utilities Division
1 200 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 Gold Canyon Sewer Company (GCSC), this is being written in opposition of the GCSC's request to increase our cost from \$35 to 70.34 per month for my residential sewer service.

We can find no justification for such an increase. In fact we wonder how GCSC can justify its current \$35 monthly charge. In the year 2005 water usage charge for our residence was \$253 and GCSC charges us \$420 to discharge it through the sewer system. This includes our underground irrigation system. I should add that we are full time residents (365 days a year). I believe the \$35 per month charge is already exorbitant.

The GCSC odor problem has not been resolved. You and I both know from other letters and in my case personal experience, that the odor is apparent on the golf course adjacent to the sewer plant and also a Basha's store next to it and on Highway 60 when passing by. My home is located approximately a block away and there are instances that we also have an odor outside, either in the yard or our patio.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

According to the local newspaper, GCSC's representative, Dave Kerr, stated: "I know it is a bit of a sticker shock, but we just completed a \$12 million investment in the Gold Canyon plant to expand it and to alleviate odor problems, and we deserve a return on our investment" Money I would say in some instances was not spent very wisely. I can't help but wonder what world does GCSC live in that they think they can simply charge their existing customers more so that they can expand their business, their customer base and their profits. I assure you their customers would abandon them overnight if they had a choice.

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.

Sincerely,
Carol Cromey
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed letter received regarding opinion, explained docketing and rate case process.
End of Comments

Date Completed: 8/11/2006

Opinion No. 2006 - 54432

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0826

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54434 Date: 8/11/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: **First:** Louise **Last:** Schimmel

Account Name: Louis Salamone/Louise Schimmel **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:** (602) 997-2997

Nature of Complaint:
Docket no Sw02519A-06-0015

Louis Salamone and Louise Schimmel
[REDACTED]
Gold Canyon, AZ 85218
July 23, 2006
Arizona Corporation Commission
Utilities Division
1200 West Washington
Phoenix, AZ 85007-2996
AUG 0 12006

Dear Ladies ad Gentlemen: I
Director Utilities
As part-time residents of Arizona we are distressed by the sewer rate hike proposed by Algonquin Power licome Fund (Algonquin Water Resources; American States Water Company).

The Sewer Company is the ç utility company we have dealt with that does not charge based on use, and does not make a reduction in charges for months when one is not there. There are thousands (millions?) like us who live in the Valley during the winter months, and use (and pay) other sewer companies for the balance of the year. It's bad enough to have to pay \$37 monthly when we make not a single flush – to have to pay in excess of \$70 per month for a service we do not use seems very punishing. Many Snow Birds are on fixed incomes; a rate increase like this has a real effect on monthly budgets.

Is there not some way that charges can be geared to use, as water and electricity are? Or, failing that, can some accommodation be made for those who are absent much of the year and place no burdens on the system?
Thank you for your attention and help.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely yours,
UL SLLJ
Louise Schiinmel
cc: American States Water Company
e-mail to Brad Morton
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

August 11, 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 [REDACTED]

Sincerely,
Bradley G. Morton
Public utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 8/11/2006

Opinion No. 2006 - 54434

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54436

Date: 8/11/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Daniel C. Last: Petersen

Account Name: Daniel C. Petersen 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 Sw02519A-06-0015

[REDACTED]
Gold Canyon, AZ 85218
Arizona Corporation Commission P E C E I V E D
Utilities Division
1200 West Washington AUG 0 9 2006
Phoenix, Arizona 85007
AL CORP COMM

Dear Sir or Madam:

As a customer of Gold Canyon Sewer Company, I wish to express some comments on the application of (bid Canyon Sewer Company regarding a 100% rate increase in it's rates for wastewater treatment. This is absolutely outrageous and unacceptable!!!

Gold Canyon Sewer Company promised Gold Canyon residents that there would be !! rate increase. We are being held hostage as we have no other option for our wastewater treatment. A promise is a promise, where are their ethics???

We know that by asking for a 100% rate increase that they will settle for less. That is still unacceptable. Other surpounding communities have lower sewer fees than Gold Canyon and now Algonquin Power still want to increase our rates. Shame on them!!! I cannot see how you could possibly allow for this increase and I hope you will act accordingly.

I appreciate the opportunity to express my concern on this issue
Sincerely,
Daniel :C Petersen
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

August 11, 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.

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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 [REDACTED]

Sincerely,
Bradley G. Morton
Public utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 8/11/2006

Opinion No. 2006 - 54436

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Brad Morton

Phone: (602) 542-8000

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54437

Date: 8/11/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: **John G Lazur**

Account Name: John G Lazur

Home: (602) [REDACTED]

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ **Zip:** 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: Bob Dodds

Contact Phone: [REDACTED]

Nature of Complaint:

Docket no Sw02519A-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

Utilities' Response:

Investigator's Comments and Disposition:

August 11, 2006

RE: GOLD CANYON SEWER COMPANY

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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.

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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) [REDACTED]

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

Date Completed: 8/11/2006

Opinion No. 2006 - 54437

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54438

Date: 8/11/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Denise Last: Bykowski

Account Name: Denise Bykowski

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 Sw02519A-06-0015

I feel the proposed rate increase is very unfair. We are a household of two and work very hard to keep water and energy use down. Our average monthly water usage data is 4800 gallons. So why should we be charged the same as a family of 5 or a household that does not conserve.

I feel our sewer rate should be in direct relationship to water usage. That is fair. You can't put out more than you take in. Please come up with a more equitable solution.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

August 11, 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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

☐ 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: 8/11/2006

Opinion No. 2006 - 54438
