

SN-02519A-06-0015

ORIGINAL



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ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 57386

Date: 1/2/2007

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Fred & Nancy Last: Lawless

Account Name: Fred & Nancy Lawless

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: [REDACTED]

Utility Company: Gold Canyon Sewer Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received following customer opinion:

From: FRED NANCY LAWLESS [REDACTED]  
Sent: Friday, December 29, 2006 10:12 AM  
To: Utilities Div - Mailbox  
Subject: Gold Canyon Sewer Company Rate Hike

RECEIVED  
2007 JAN - 5 1 P 12: 19  
AZ CORP COMMISSION  
DOCUMENT CONTROL

ACC,

We live in [REDACTED]. We are customers of the Gold Canyon Sewer Company.

Regarding the proposed rate hike, we feel the current charge is too high due to the terrible odor still coming from the plant. The odor problem was supposed to be corrected but there has been no change. Our quality of life is affected due to this terrible odor. It is embarrassing to have guests visit our community. The back nine on our golf course is disgusting. Shopping at Bashas Grocery store is an unpleasant experience.

We feel a rate hike is unwarranted due to these conditions. Also, we feel a 100% rate hike is outrageous.

Fred and Nancy Lawless  
[REDACTED]  
[REDACTED]  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Arizona Corporation Commission  
DOCKETED

JAN 05 2007



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Investigator's Comments and Disposition:

Per eDocket, Docket No. SW-02519A-06-0015. I called the customer @ 2:00pm and acknowledged their letter and advised their OPINION in this matter would be noted for the record. I extended appreciation for taking the time to express their opinion. I provided my name and toll free # if they needed to contact me. I sent this to Lynn Combs to have this OPINION docketed. File closed.

\*End of Comments\*

Date Completed: 1/2/2007

Opinion No. 2007 - 57386

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