

SW 02519A-06-0015

**ORIGINAL**

OPEN MEETING AGENDA ITEM



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4700

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton

**Phone:** ( [REDACTED] )

**Fax:** ( [REDACTED] )

**Priority:** Respond Within Five Days

**Opinion No. 2007 - 61246**

**Date:** 6/25/2007

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

Arizona Corporation Commission  
**DOCKETED**

**JUN 25 2007**

**Complaint By:** **First: Valerie Last: Gondolfo**

**Account Name:** Valerie Gondolfo

**Home:** (480) 000-0000  
DOCKETED BY [REDACTED] **nr**

**Street:** n/a

**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. SW 02519A-06-0015

From: vgondolfo@netzero.net [m [REDACTED]]  
Sent: Sunday, June 24, 2007 3:58 PM  
To: Mayes-WebEmail; Mundell-Web; Pierce-Web; Hatch-WebEmail; Gleason-WebEmail  
Subject: Gold Canyon Sewer Company Rate Increase

This is to advise you of my opposition to the rate increase requested by Gold Canyon Sewer Company. I don't believe that the requested 100% rate hike is warranted. I believe that Gold Canyon residents and businesses pay the highest amount of any city in the Valley, and now they want to increase it even more! This is unfair and seems to me to be gouging the people of Gold Canyon.

Please make a fair decision for the residents and businesses of Gold Canyon.

Thank you.  
Valerie Gondolfo  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

From: Bradley Morton  
Sent: Monday, June 25, 2007 12:23 PM  
[REDACTED]  
Subject: FW: Gold Canyon Sewer Company Rate Increase

**RECEIVED**  
2007 JUN 25 P 4: 17  
AZ CORP COMMISSION  
DOCKET CONTROL

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

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Dear Ms Gondolfo,

This is to acknowledge receipt of your opinion regard the Gold Canyon Sewer rate case. It will be docketed so the Commissioners are aware of your concerns. If you have further concerns please call me at [REDACTED]

Sincerely yours,

Bradley Morton  
Public Utilities Consumer Analyst II  
\*End of Comments\*

**Date Completed: 6/25/2007**

**Opinion No. 2007 - 61246**

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SW 02519A-06-0015

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 61245

Date: 6/25/2007

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

Complaint By: First: Geroge Last: McNeese

Account Name: Geroge McNeese Home: (480) 000-0000

Street: n/a 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. SW 02519A-06-0015

From: George McNeese [REDACTED]  
Sent: Friday, June 22, 2007 8:31 PM  
To: Hatch-WebEmail; Gleason-WebEmail  
Subject: Gold Canyon Sewer Company

To members of the Arizona Corporation Commission  
Writing to inform you of our opposition to the increase that is proposed in the Gold Canyon area This is total  
opposite of what was stated in the price of the sewer bills.  
Very unhappy of the  
increase. Please consider what was said and keep your word.  
Sincerely George and Edie McNeese- Gold Canyon, Az  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

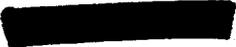
From: Bradley Morton  
Sent: Monday, June 25, 2007 12:18 PM  
To: [REDACTED]  
Subject: FW: Gold Canyon Sewer Company

Dear Mr McNeese,

This is to acknowledge receipt of your opinion regard the Gold Canyon Sewer Company rate case. It will be docketed so the Commissioners are aware of your concerns. If I can be of further assistance please call me at

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Sincerely Yours,

Bradley Morton  
Public Utilities Consumer Analyst II  
\*End of Comments\*

Date Completed: 6/25/2007

Opinion No. 2007 - 61245

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3W 02519A-06-0015

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 251-1066

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 61250

Date: 6/25/2007

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

Complaint By: First: Juan Last: Salas

Account Name: Juan and Michelle Salas

Home: (480) 000-0000

Street: n/a

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 Sw 02519A-06-0015

From: Salas, Juan

Sent: Monday, June 25, 2007 8:09 AM

To: 'gleason-web@azcc.net'

Cc: Salas, Michelle L.

Subject: Gold Canyon Sewer rate to \$60.89 per month per household.

This is highway robbery! I am not opposed to paying more for services because of inflation or to be in line with other sewer companies. I have never heard of paying so much for sewer service. My wife and I go to the bathroom 4 times per day and two showers plus laundry once a week and dishwasher twice a week. According to my calculations this boils down to ~\$1.00 per flush. This does not take into consideration the water and electricity cost. If any other public service was to double their prices in the Phoenix valley, no one would put up with it. Why should we? Pinal county has the highest tax rates compared to Maricopa county. Our properties are not appreciating as quickly as Maricopa county. I think I am going to sell and move and leave these high costs to someone else.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

From: Salas, Juan

Sent: Monday, June 25, 2007 8:09 AM

To: 'gleason-web@azcc.net'

Cc: Salas, Michelle L.

Subject: Gold Canyon Sewer rate to \$60.89 per month per household.

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

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This is highway robbery! I am not opposed to paying more for services because of inflation or to be in line with other sewer companies. I have never heard of paying so much for sewer service. My wife and I go to the bathroom 4 times per day and two showers plus laundry once a week and dishwasher twice a week. According to my calculations this boils down to ~\$1.00 per flush. This does not take into consideration the water and electricity cost. If any other public service was to double their prices in the Phoenix valley, no one would put up with it. Why should we? Pinal county has the highest tax rates compared to Maricopa county. Our properties are not appreciating as quickly as Maricopa county. I think I am going to sell and move and leave these high costs to someone else.

\*End of Comments\*

**Date Completed: 6/25/2007**

**Opinion No. 2007 - 61250**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 61249

Date: 6/25/2007

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

Complaint By: First: Jerry Last: Gambino

Account Name: Jerry Gambino

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: Bob Dodds

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No Sw 02519A-06-0015

From: Jerry Gambino [REDACTED]  
Sent: Monday, June 25, 2007 10:15 AM  
To: Gleason-WebEmail  
Subject: Sewer Increase

I am 90 years old and live on Social Security. I don't see why we need a 74% increase in our Gold Canyon sewer rate.

Phyllis Gambino

[REDACTED]  
Gold Canyon, AZ 85218

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton  
Sent: Monday, June 25, 2007 2:06 PM  
[REDACTED]  
Subject: FW: Sewer Increase

Dear Mr Gambino,

¶This is to acknowledge receipt of your opinion regarding the Gold Canyon Sewer rate case. It will be docketed and the Commissioners will be made aware of your concerns. If you have further concerns call me at [REDACTED]

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Sincerely Yours,  
Bradley Morton  
Public utilities Consumer Analyst II  
\*End of Comments\*

Date Completed: 6/25/2007

Opinion No. 2007 - 61249

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3w 02519A-06-0015

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion      No. 2007 - 61244      Date: 6/25/2007

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

Complaint By:      First: Peter      Last: Sciano

Account Name: Peter Sciano      Home: (480) 000-0000

Street: n/a      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. SW 02519A-06-0015

From: cyberhombre [REDACTED]  
Sent: Sunday, June 24, 2007 9:12 PM  
To: Gleason-WebEmail  
Subject: Gold Canyon Sewer

Mr Gleason

Please deny Gold Canyon Sewer's request for a rate increase to \$60.89 per month.

Peter Sciano  
Gold Canyon Resident  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton  
Sent: Monday, June 25, 2007 12:01 PM  
[REDACTED]  
Subject: FW: Gold Canyon Sewer

Dear Mr Sciano,

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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This is to acknowledge receipt of your opinion regarding the Gold Canyon Sewer rate case. I will have this docketed so the Commissioners are aware of your concerns. If I can be of further assistance, please call me at

[REDACTED]  
Sincerely Yours,

Bradley Morton  
Public Utilities Consumer Analyst II  
Arizona Corporation Commission  
\*End of Comments\*

Date Completed: 6/25/2007

Opinion No. 2007 - 61244

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 61232

Date: 6/25/2007

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

Complaint By: First: Diana Last: Hager

Account Name: Diana & Jim Hager

Home: [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

From: [REDACTED]  
Sent: Friday, June 22, 2007 10:00 AM  
To: Mayes-WebEmail; Mundell-Web; Pierce-Web; Hatch-WebEmail; Gleason-WebEmail  
Subject: goldcanyon sewer rate increase

Gold Canyon Sewer rate Increase.

We are against the sewer rate increase. The holding company that purchased this facility in 2000, should be able to set rates comparable to similar providers in Arizona. The Corporation Commission, representing the citizens of Arizona, ( and not this Canadian holding company) should not grant this ridiculous rate increase.

Our elected commissioners must provide protection to the Gold Canyon residents against this foreign holding company. We will pay reasonable rates, but refuse to pay this outrageous increase.

Jim, Diana Hager

[REDACTED]  
Gold Canyon, AZ 85218  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

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From: Bradley Morton  
Sent: Monday, June 25, 2007 9:38 AM  
[REDACTED]  
Subject: FW: goldcanyon sewer rate increase

Dear Mr & Mrs Hager,

Your opinion regarding Gold Canyon Sewer Company has been received and docketed so the Commissioners are aware of your concerns. If you need to contact me, [REDACTED]

Sincerely Yours,  
Bradley Morton  
Public utilities Consumer Analyst II  
Arizona Corporation Commission  
\*End of Comments\*

**Date Completed: 6/25/2007**

**Opinion No. 2007 - 61232**

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SW 02519A-06-0015

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) [REDACTED]

Fax: (602) [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 61230

Date: 6/25/2007

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

Complaint By: First: Jane W Last: De Remer

Account Name: Jane W De Remer

Home: [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 Sw 02519A-06-0015

From: Jane De Remer [mailto:[REDACTED]]  
Sent: Thursday, June 21, 2007 2:55 PM  
To: Utilities Div - Mailbox  
Subject: Gold Canyon Sewer Decision

Dear Commissioners--

I just got an email that has me very concerned--that you have approved a rate increase for Gold Canyon Sewer Company from \$35.07 to \$ 60.89. First, is this true?

I hope it isn't because that is an exorbitant increase to be borne upon the backs of older citizens, quite a few of which are on fixed incomes. Also, those of us who do not use the system for at least six months out of the year are still required to pay as if we were using the system fulltime. This is hardly fair. I do not believe either that those of us in Mountainbrook Village should have to pay for this company's expansion to new developments. I hope you have also considered the vast number of complaints against this company about odor and the like. They need to clean up their act before they expand further or demand more.

Please advise me as to what is happening here.

Sincerely,

Jane W. De Remer

[REDACTED]

Gold Canyon, AZ 85218

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Currently at

  
Email: walksonmountain@wavecable.com

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Called consumer to advise opinion received and docketed, left voicemail.

\*End of Comments\*

**Date Completed: 6/25/2007**

**Opinion No. 2007 - 61230**

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