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Boulders Homeowners Association
Marilyn H. Courier, Secretary
P.O. Box 2956
Carefree, AZ 85377

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2007 OCT 16 P 3: 57

AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007-2927

October 16, 2007

Re: Black Mountain Sewer Corporation (Rates)
Docket No: SW-02361A-05-0657
Decision No: 69164 Dated: December 5, 2006

Arizona Corporation Commission
DOCKETED

OCT 16 2007

To Commissioners: Mike Gleason, Chairman
Jeff Hatch-Miller, Commissioner
William A. Mundell, Commissioner
Kristin K. Mayes, Commissioner
Gary Pierce, Commissioner

DOCKETED BY *ne*

The Boulders Homeowners Association (“BHOA”) regrets to report that after months of relief from sewer odor, full strength odor returned to the Boulder Dr. neighborhood, and was present every morning and evening for a week.

After receiving our complaint, Black Mountain Sewer Corporation (“BMSC”) workers inspected the immediate area, did not detect any odor in or around the manholes, and decided the odor was coming from a portable toilet at a near-by construction sight. We rejected their conclusion, and suggested they increase the chemical feed, and/or install an additional chemical feed station closer to our East gate, where all the sewage from the Town of Carefree enters our community on its way to the neighborhood WWTP. After further investigation, the workers found there were “pumping problems” at the main chemical feed station. They said they plan to add 25% more chemicals and “will increase preventive maintenance”.

Although we are thankful for the improvements that have been made to this decrepit sewer system, we do not appreciate BMSC’s reliance on crisis management in the maintenance department, especially when the result is

the lateraling back to their customers the responsibility of monitoring the presence of obnoxious odors. This is truly 'déjà vu all over again'.

We are also concerned about the noise coming from the WWTP on Boulder Dr. Weeks ago, a very loud noise resembling that of a steam engine, roared every night keeping people awake. This past week, the steam engine chugging has been replaced with a steady whine. We have been in contact with both BMSC and McBride Engineering, and have been told the noise problem will be investigated.

Soon, it will be one year since your decision in the Black Mountain Sewer Corporation Rate Case. Upon receiving their rate increase, BMSC consulted McBride Engineering who in turn hired D.L. Norton Construction to implement their solutions. These companies are doing their jobs. One would think that BMSC would redouble their efforts to aggressively maintain their sewer system, especially after being given a jump start by the excellent work of their consulting engineers.

Respectfully Yours,

A handwritten signature in cursive script that reads "Marilyn H. Courier". The signature is written in dark ink and is positioned above the typed name.

Marilyn H. Courier,
Secretary, Boulders Homeowners Association

ORIGINAL and thirteen (13) copies
of the foregoing were delivered this 16 day of October,
2007 to:

Arizona Corporation Commission
Docket Control
1200 West Washington Street
Phoenix, AZ 85007

COPIES of the foregoing were hand-delivered
this 16 day of October, 2007, to:

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COPIES of the foregoing were
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By: Marilyn H. Courie