

SW-02519A-06-0015

ORIGINAL



ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4700

Investigator: Guadalupe Ortiz Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67486 Date: 4/1/2008

Complaint Description: 08A Rate Case Items - Opposed
05Z Quality of Service - Other

Complaint By: First: Phyllis Last: Hamann

Account Name: Phyllis Hamann Home: [REDACTED]

Street: [REDACTED] Work:

City: [REDACTED] CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

4/1/2008 - CORRESPONDENCE ADDRESSED TO RUCO MAILED TO COMMISSION:

RE: Docket No. SW-02519A-06-0015

Dear ARUCO,

Some days the smell is smelled in the area close to the disposal plant. But the cost is so high we can't afford \$60.54 a month. That is a lot of money per home owner. The company is making a lot of money in a year. Once the plant is finished where is the money going?

Phyllis Hamann
[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/1/2008 - CORRESPONDENCE TO CUSTOMER:

April 1, 2008

Phyllis Hamann
[REDACTED]

RE: GOLD CANYON SEWER COMPANY

Arizona Corporation Commission
DOCKETED

APR -7 2008

DOCKETED BY [REDACTED] ne

RECEIVED
2008 APR -7 P 12:15
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Phyllis Hamann:

Your letter regarding the cost for services and odor of the services you receive within Gold Canyon has been received by the Arizona Corporation Commission ("Commission").

I have filed an opinion on your behalf which will be made part of the record and filed with the Docket Control Center of the Commission. The Commission will take into consideration your comments and concerns before rendering a decision in the Gold Canyon Sewer Company rate 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,

Guadalupe Ortiz
Public Utilities Consumer Analyst I
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 4/1/2008

Opinion No. 2008 - 67486
