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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67517

Date: 4/2/2008

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

Complaint By: First: William J. Last: Fern

Account Name: William J. Fern

Home: (000) 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:

\*\*\*\* SW-02519A-06-0078 \*\*\*\*

Arizona Corporation Commission  
DOCKETED

APR -9 2008

DOCKETED BY [Signature]

RECEIVED  
2008 APR -9 P 2:08  
AZ CORP COMMISSION  
DOCKET CONTROL

Customer sent the following letter -

Arizona Corporation Commission  
1200 W. Washington St.  
Phoenix, Arizona 85007

Ref Doc# SW02519A000638. Increase Fees For Gold Canyon Sewer Company

Dear Commission Members and Honorable Judge:

My name is William J. Fern and I'm writing in regards to the Gold Canyon Sewer rate increase. Because of our work schedules, my wife and I are unable to attend the final meeting. on 31 March. We are year round residents of Gold Canyon and like many other residents here, are very disappointed that we are subjected to such an unreasonable rate increase. We do not believe that the rate increase is justified or fair. We pay The Gold Canyon Sewer Corporation \$62.67 a month. Our monthly water bill averages \$30.00. The numbers don't add up and we see no added benefits to our service. The rate increase solely benefits the corporation and is one of the highest in the valley. In our opinion it's a perfect example of a monopoly that takes advantage of the community and disregards the added financial burden of each individual household.

We believe that the Judge should rule in favor of the residents and re-adjust the rate to a lower rate and provide a compensation refund to the homeowners from the date the rate increase took effect. There also should be a more accurate way to meter the water usage verses the sewage of each home. The current method is inaccurate and unfair.

We hope and trust that you will seriously consider and address our individual and community concerns and

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provide a fair decision in a timely manner. Thank you for addressing this unjust rate increase.

Sincerely,

William J. Fern  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Responded with the following letter -

Mr. William J. Fern  
[REDACTED]  
Gold Canyon, AZ 85218

RE: GOLD CANYON SEWER COMPANY

Dear Mr. Fern:

Your letter regarding the Gold Canyon Sewer Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's 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 at [REDACTED]

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 4/8/2008**

**Opinion No. 2008 - 67517**

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