

SW-02351A-08-0609



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 78924

Date: 5/14/2009

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

Complaint By: Kathryn

Last: Bernardi

Account Name: Kathryn Bernardi

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Black Mountain Sewer Corporation

Division: sewer

Contact Name: Linda Byrd

Contact Phone: [REDACTED]

Nature of Complaint:

5/14/09 Correspondence received by staff.

Kathryn Bernardi  
[REDACTED]  
Phone: [REDACTED]  
Email: [REDACTED]

Arizona Corporation Commission

DOCKETED

MAY 18 2009

DOCKETED BY [Signature]

RECEIVED  
2009 MAY 18 P 2:35  
AZ CORP COMMISSION  
DOCKET CONTROL

Docket you wish to comment on: Rate Increase  
Docket Number: SW-02351A-08-0609  
Case or Utility Name: Black Mountain Sewer  
Position on Docket: Con

Black Mountain Sewer is already outrageous in what they charge the owners of Carefree Terrace Condominiums in Carefree. I am one of the owners. Presently EACH owner pays \$45.73 per month. This amounts to \$1,737.24 per month and a total yearly charge of \$20,820.88. The units here are small. One bedroom units are limited to two people and as of this date no one bedroom unit has been occupied by two people. The two bedroom units are limited to four people, and as of this date only one unit is occupied by more than two people. One third of the units are vacant for 6 months of the year due to snowbirds (like my husband and me) who only live there for half a year. We have been doing this since 1980.

If anything, we deserve a decrease. There are other multiple unit buildings that are on one meter and pay much, much less than we do. Something is radically wrong with the operation of this company.

Their record keeping is deficient. They use to call me personally to ask who moved and who the new owners were. Perhaps they should have reimbursed me for doing work that you would think they were able to do.

This company needs new leadership and upgrading, not an increase to continue as they operate.

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

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

5/14/09 I spoke with Ms. Bernardi and advised her that her letter regarding the Black Mountain Sewer Corporation ("Black Mountain") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Black Mountain application.

She thanked me for the call and information. CLOSED.

\*End of Comments\*

**Date Completed: 5/14/2009**

**Opinion No. 2009 - 78924**

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

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**Investigator:** Al Amezcua

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

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**Opinion No.** 2009 - 78918

**Date:** 5/14/2009

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

**Complaint By:** **First:** Scott C **Last:** Rexinger

**Account Name:** Scott C Rexinger

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:** (000) 000-0000

**City:** Scottsdale

**CBR:**

**State:** AZ **Zip:** 85266

**is:**

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**Utility Company:** Black Mountain Sewer Corporation

**Division:** sewer

**Contact Name:** Linda Byrd

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Scott C. Rexinger, Jr.  
[REDACTED]

May 8, 2009

Arizona Corporation Commission  
Consumer Services Section  
1200 West Washington Street  
Phoenix, AZ 85007

RE: Docket No. SW-0235 1A-08-0609

Dear ACC:

This is to oppose the Black Mountain Sewer Company's 57.83% rate increase request. In these hard economic times it is completely unjustified and way above normal. I urge the ACC not to approve the BMSC application for this rate increase. Although companies have cost increases in a normal business environment the request for a 57+% rate increase is "terrible" and would add a large basic monthly increase to our fixed expenses. Their rationale for this increase can not be justified on normal business expenses, especially when everyone is cuffing back to save money.

Please do NOT approve this rate increase.

Sincerely,

Scott Rexinger  
\*End of Complaint\*

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

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

May 14, 2009

RE: BLACK MOUNTAIN SEWER CORPORATION

Dear Mr. Scott C. Rexinger, Jr.:

Your letter regarding the Black Mountain Sewer Corporation ("Black Mountain") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Black Mountain 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.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed: 5/14/2009**

**Opinion No. 2009 - 78918**

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

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Respectfully submitted  
William W Waddell  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

5/14/09 Emailed the following letter to the customer

May 14, 2009

RE: BLACK MOUNTAIN SEWER CORPORATION

Dear William & Mary Jane Waddell:

Your letter regarding the Black Mountain Sewer Corporation ("Black Mountain") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Black Mountain 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.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed: 5/14/2009**

**Opinion No. 2009 - 78917**

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