

SW-02361A-08-0609



0000104277

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ORIGINAL

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82638

Date: 10/26/2009

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

Complaint By: First: Anonymous Last: Anonymous

Account Name: Anonymous Home: [REDACTED]

Street: n/a Work: [REDACTED]

City: n/a CBR: [REDACTED]

State: AZ Zip: 00000 is: [REDACTED]

Utility Company: Liberty Water-Black Mountain Sewer Corporation

Division: sewer Arizona Corporation Commission

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

Nature of Complaint: OCT 27 2009

Email Received - Opinion Opposed:

RE: Docket No. SW-02361A-08-0609

DOCKETED BY [Signature]

From: CRJ333@aol.com [mailto:[REDACTED]]
Sent: Saturday, October 24, 2009 5:39 PM
To: Utilities Div - Mailbox
Subject: attached file regarding Boulders sewage processing plant

Arizona Corporation Commission
Docket Control
1200 West Washington
Phoenix, AZ 85007 Black Mountain Sewer
Docket Control No. SW-02361A-08-0609

Dear Commissioners,

I support de-commissioning the Black Mountain Sewer Processing Plant located in the midst of a beautiful residential neighborhood within 100 feet of adjacent residences.

I recognize that there will be some costs to Black Mountain Sewer users involved in this de-commissioning and remediation effort, and I am willing to accept my share of these costs.

The problems my neighbors and I are experiencing prompting me to write this letter are identified below:

- Strong and nauseating odors, offensive to both Boulders residents and Boulders Resort guests, frequently coming from the Processing Plant
- Health concerns from chemicals required to be inserted trying to mitigate the odors

RECEIVED
2009 OCT 27 P 12:00
AZ CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

- Loud noises coming from the Processing Plant
- Frequent repair and pumper trucks driving through the residential neighborhoods of the Boulders, and parking in front of the Processing Plant
- Decreased home and property values because of the proximity of the Processing Plant to many homes within the Boulders, and the odors, noises and truck traffic associated with the Processing Plant
- It would be more efficient to de-commission the Processing Plant now, rather than continue to waste more funds each year in costly repairs and then de-commissioning the Processing Plant and remediating the land at a later date.

Thank you for your consideration of this request,

Name:
Address:

10 22 09 e-mail
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Email to Customer:

To whom it may concern,

Your email dated, October 24, 2009 in regard to the rate application filed by Black Mountain Sewer Corporation ("Black Mountain") sent to the Arizona Corporation Commission ("Commission") has been received and assigned to me for further handling. An opinion has been placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record.

Commission staff appreciates the time you have taken to express your comments and concerns in regard to the proposed rate case. Should you have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in-state toll free telephone number, (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
CLOSED
End of Comments

Date Completed: 10/26/2009

Opinion No. 2009 - 82638

SW-02361A-08-0609

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82637

Date: 10/26/2009

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

First:

Last:

Complaint By: John W.

Chestnut

Account Name: John W. Chestnut

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Carefree

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Liberty Water-Black Mountain Sewer Corporation

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed:

RE: Docket No. SW-02361A-08-0609

From: John Chestnut [mailto:[REDACTED]]
Sent: Monday, October 26, 2009 8:46 AM
To: Utilities Div - Mailbox
Subject: Black Mountain Sewer Docket Control No. SW-02361A-08-0609

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

Re. Black Mountain Sewer
Docket Control No. SW-02361A-08-0609

Dear Commissioners:

This letter is written to encourage you to support our Community in their efforts to de-commission the Black Mountain Sewer Processing Plant located in the residential community in Carefree, AZ known as The Boulders. This plant produces strong and disgusting odors, loud noises disturbing what should be our tranquil evenings, frequent repair and pumper trucks driving through our residential area, parking on narrow roads interfering with traffic.

Black Mountain Sewer has tried for years to mitigate this situation, but with minimal success. They have torn up our roads, installed new piping, replaced equipment, installed new equipment, added chemicals, cleaned out pipes and manholes. Nothing has solved the problem. Continued patch-work repairs and modifications are not

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

going to solve the problem and will just be money wasted. We realize that the de-commissioning will result in additional costs to the users, and I am willing to accept this additional burden.

In addition to the bad living conditions, with this plant so close to our homes and recreation areas, we also fear that our property values will suffer if it remains.

Thank you for your consideration.

John W. Chestnut

[REDACTED]
Carefree, AZ 85377

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Email to Customer:

Dear John W. Chestnut,

Your email dated, October 26, 2009 in regard to the rate application filed by Black Mountain Sewer Corporation ("Black Mountain") sent to the Arizona Corporation Commission ("Commission") has been received and assigned to me for further handling. An opinion has been placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record.

Commission staff appreciates the time you have taken to express your comments and concerns in regard to the proposed rate case. Should you have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in-state toll free telephone number, (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
CLOSED
End of Comments

Date Completed: 10/26/2009

Opinion No. 2009 - 82637

SW-02361A-08-0609

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ([REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82633

Date: 10/26/2009

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

Complaint By: First: Lawrence Last: Kaufman

Account Name: Lawrence Kaufman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Scottsdale

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Liberty Water-Black Mountain Sewer Corporation

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED:

RE: Docket No. SW-02361A-08-0609

From: Lawrence Kaufman [mailto:[REDACTED]]
Sent: Friday, October 23, 2009 10:02 PM
To: [REDACTED]
Subject: Fwd: Black Mountain Sewer

Begin forwarded message:

From: "Eddie" [REDACTED]
Date: October 23, 2009 3:11:59 PM GMT-07:00
To: "Ed Sambuchi" [REDACTED]
Subject: Fw: Black Mountain Sewer

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

Re. Black Mountain Sewer
Docket Control No. SW-02361A-08-0609

Dear Commissioners:

This letter is written to encourage you to support our Community in their efforts to de-commission the Black Mountain Sewer Processing Plant located in the residential community in Carefree, AZ known as The Boulders.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

This plant produces strong and disgusting odors, loud noises disturbing what should be our tranquil evenings, frequent repair and pumper trucks driving through our residential area, parking on narrow roads interfering with traffic.

Black Mountain Sewer has tried for years to mitigate this situation, but with minimal success. They have torn up our roads, installed new piping, replaced equipment, installed new equipment, added chemicals, cleaned out pipes and manholes. Nothing has solved the problem. Continued patch-work repairs and modifications are not going to solve the problem and will just be money wasted. We realize that the de-commissioning will result in additional costs to the users, and I am willing to accept this additional burden.

In addition to the bad living conditions, with this plant so close to our homes and recreation areas, we also fear that our property values will suffer if it remains.

Thank you for your consideration.

Lawrence Kaufman

██████████
██████████
Scottsdale Az. ██████████

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

Black Mountain Sewer

Docket Control No. SW-02361A-08-0609

Dear Commissioners,

I support de-commissioning the Black Mountain Sewer Processing Plant located in the midst of a beautiful residential neighborhood within 100 feet of adjacent residences.

I recognize that there will be some costs to Black Mountain Sewer users involved in this de-commissioning and remediation effort, and I am willing to accept my share of these costs.

The problems my neighbors and I are experiencing prompting me to write this letter are identified below:

- Strong and nauseating odors, offensive to both Boulders residents and Boulders Resort guests, frequently coming from the Processing Plant
- Health concerns from chemicals required to be inserted trying to mitigate the odors
- Loud noises coming from the Processing Plant
- Frequent repair and pumper trucks driving through the residential neighborhoods of the Boulders, and parking in front of the Processing Plant
- Decreased home and property values because of the proximity of the Processing Plant to many homes within the Boulders, and the odors, noises and truck traffic associated with the Processing Plant
- It would be more efficient to de-commission the Processing Plant now, rather than continue to waste more funds each year in costly repairs and then de-commissioning the Processing Plant and remediating the land at a later date.

Thank you for your consideration of this request,
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

10/26/2009 - Email to Customer:

Dear Lawrence Kaufman,

Your email dated, October 23, 2009 in regard to the rate application filed by Black Mountain Sewer Corporation ("Black Mountain") sent to the Arizona Corporation Commission ("Commission") has been received and assigned to me for further handling. An opinion has been placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record.

Commission staff appreciates the time you have taken to express your comments and concerns in regard to the proposed rate case. Should you have any questions related to this matter, please feel free to call me directly at [REDACTED] on our in-state toll free telephone number, (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 10/26/2009

Opinion No. 2009 - 82633

SW-02361A-08-0609

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ([REDACTED])

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 82635

Date: 10/26/2009

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

First:

Last:

Complaint By: Charlotte & Douglas Haxer

Account Name: Charlotte & Douglas Haxer

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Carefree

CBR: [REDACTED]

State: AZ Zip: 85377

is: E-Mail

Utility Company: Liberty Water-Black Mountain Sewer Corporation

Division: sewer

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED:

RE: Docket No. SW-02361A-08-0609

From: Charlotte Haxer [mailto:[REDACTED]]
Sent: Sunday, October 25, 2009 10:47 AM
To: Utilities Div - Mailbox
Subject: Black Mountain Sewer Docket #SW-02361A-08-0609

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

Re. Black Mountain Sewer
Docket Control No. SW-02361A-08-0609

Dear Commissioners:

This letter is written to encourage you to support our Community in their efforts to de-commission the Black Mountain Sewer Processing Plant located in the residential community in Carefree, AZ known as The Boulders. This plant produces strong and disgusting odors, loud noises disturbing what should be our tranquil evenings, frequent repair and pumper trucks driving through our residential area, parking on narrow roads interfering with traffic.

Black Mountain Sewer has tried for years to mitigate this situation, but with minimal success. They have torn up our roads, installed new piping, replaced equipment, installed new equipment, added chemicals, cleaned out

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

pipes and manholes. Nothing has solved the problem. Continued patch-work repairs and modifications are not going to solve the problem and will just be money wasted. We realize that the de-commissioning will result in additional costs to the users, and I am willing to accept this additional burden.

In addition to the bad living conditions, with this plant so close to our homes and recreation areas, we also fear that our property values will suffer if it remains.

Thank you for your consideration.

Charlotte & Douglas Haxer

[REDACTED]
Carefree, AZ 85377

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/26/2009 - Email to Customer:

Dear Charlotte & Douglas Haxer,

Your email dated, October 25, 2009 in regard to the rate application filed by Black Mountain Sewer Corporation ("Black Mountain") sent to the Arizona Corporation Commission ("Commission") has been received and assigned to me for further handling. An opinion has been placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record.

Commission staff appreciates the time you have taken to express your comments and concerns in regard to the proposed rate case. Should you have any questions related to this matter, please feel free to call me directly at [REDACTED] on our in-state toll free telephone number, (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/26/2009

Opinion No. 2009 - 82635

SW-02361A-08-0609

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82634

Date: 10/26/2009

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

First:

Last:

Complaint By: Edward L. and Priscill Ruegg

Account Name: Edward L. and Priscilla J. Ruegg

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Scottsdale

CBR: [REDACTED]

State: AZ **Zip:** 85266

is: E-Mail

Utility Company: Liberty Water-Black Mountain Sewer Corporation

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED:

RE: Docket No. SW-02361A-08-0609

From: Priscilla Ruegg [mailto:[REDACTED]]
Sent: Saturday, October 24, 2009 9:31 AM
To: Utilities Div - Mailbox
Cc: [REDACTED]
Subject: Fw: Black Mountain Sewer

Priscilla & Ted Ruegg
RueggCarefree@cox.net
[REDACTED]

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

Re. Black Mountain Sewer
Docket Control No. SW-02361A-08-0609

Dear Commissioners:

This letter is written to encourage you to support our Community in their efforts to de-commission the Black Mountain Sewer Processing Plant located in the residential community in Carefree, AZ known as The Boulders. This plant produces strong and disgusting odors, loud noises disturbing what should be our tranquil evenings, frequent repair and pumper trucks driving through our residential area, parking on narrow roads interfering with

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

traffic.

Black Mountain Sewer has tried for years to mitigate this situation, but with minimal success. They have torn up our roads, installed new piping, replaced equipment, installed new equipment, added chemicals, cleaned out pipes and manholes. Nothing has solved the problem. Continued patch-work repairs and modifications are not going to solve the problem and will just be money wasted. We realize that the de-commissioning will result in additional costs to the users, and I am willing to accept this additional burden.

In addition to the bad living conditions, with this plant so close to our homes and recreation areas, we also fear that our property values will suffer if it remains.

Thank you for your consideration.

Edward L. and Priscilla J. Ruegg
[REDACTED]

Scottsdale, Arizona 85266

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/26/2009 - Email to Customer:

Dear Edward L. and Priscilla J. Ruegg,

Your email dated, October 23, 2009 in regard to the rate application filed by Black Mountain Sewer Corporation ("Black Mountain") sent to the Arizona Corporation Commission ("Commission") has been received and assigned to me for further handling. An opinion has been placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record.

Commission staff appreciates the time you have taken to express your comments and concerns in regard to the proposed rate case. Should you have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in-state toll free telephone number, (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 10/26/2009

Opinion No. 2009 - 82634
