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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82763

Date: 10/30/2009

Complaint Description: 08E Rate Cases Items - In Favor  
N/A Not Applicable

Arizona Corporation Commission  
DOCKETED

OCT 29 2009

Complaint By: First: Tom

Last: Garrett

Account Name: Tom Garrett

Home: (000) 000-0000

Street: [REDACTED]

Work: [REDACTED]

City: Carefree

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:

\*\*\*\*\*RECEIVED FROM CHAIRMAN MAYES' OFFICE\*\*\*\*\*

From: Tom Garrett [mailto:[REDACTED]]  
Sent: Tuesday, October 27, 2009 3:55 PM  
To: Mayes-WebEmail  
Subject: De-commissioning the Black Mountain Sewer treatment plant in The Boulders

RECEIVED  
2009 OCT 30 P 2:13  
AZ Dept of Administration  
DOCKET CONTROL

Dear Commissioner Mayes:

Just this morning, I walked out of my house in The Boulders (nearly a quarter mile from the existing sewage treatment plant) and was greeted not with the crisp smell of a Fall day, but by the malodorous stench of a sewer system that does not work properly. It doesn't smell like this every day from my house, in fact it probably only smells this strong at my house one day out of ten - but, isn't that a bit ridiculous? Should any resident of any subdivision in Arizona face a one in ten chance that when they walk out of their home each morning, they will be greeted by the smell of a sewer system?

In times like this, we citizens can only turn to our elected representatives and ask that they do something to fix the problem. In the case of this sewage treatment plant operated by Black Mountain Sewer, there is one easy-to-implement solution that will benefit everyone - that solution is in front of you as Docket Control No. SW-02361A-08-0609 and I urge you to support it.

Our community has been working hard to de-commission the Black Mountain Sewer Processing Plant located in the midst of our residential community. This plant was approved as a "temporary" solution over 30 years ago, and has long outlived it's useful capacity. As a result, it produces strong and disgusting odors, loud noises disturbing what should be our tranquil evenings, and requires frequent repair and pumper trucks driving through our residential area, parking on narrow roads interfering with traffic.

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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. All of this has driven rates up, but, nothing has solved the problem. Continued patch-work repairs and modifications are not going to solve the problem and will just be money and time wasted. We realize that the de-commissioning will result in additional costs to the users, and I am willing to accept this additional burden. What I'm not willing to accept is more of the same approach that has failed for the past 30 years.

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, and I know for fact that the homes immediately around the plant have suffered from reduced valuations, or an inability to sell.

I urge your consideration of this and invite you to take a drive up here so that I can introduce you personally to the set-up. I think that once you see and smell it in person, you'll agree that this "temporary" plant that has been here for over 30 years must go.

Thanks for your consideration - on behalf of myself and my partner, Heather Burgett, I look forward to hearing from you.

Tom Garrett  
Principal

[REDACTED]  
Carefree, Arizona 8 [REDACTED]  
[REDACTED]  
[REDACTED]

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

10/30/09 I contacted consumer and he states that he is in favor of the increase. Closed

Filed in docket no. SW-02361A-08-0609

\*End of Comments\*

**Date Completed: 10/30/2009**

**Opinion No. 2009 - 82763**

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