

ORIGINAL



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COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP

ARIZONA CORPORATION COMMISSION

October 18, 2010

To: Docket Control

RE: Links at Coyote Wash Utilities, LLC - Customer Comments
Docket No. SW-04210A-10-0392

Please docket the attached 9 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED
OCT 18 2010

DOCKETED BY

RECEIVED
2010 OCT 18 P 2:56
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

SW-04210A-10-0392

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 90186

Date: 10/15/2010

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

Complaint By: First: Brent Last: Carpenter

Account Name: Brent Carpenter Home: (000) 000-0000

Street: Work:

City: Wellton CBR:

State: AZ Zip: 85356 is:

Utility Company: The Links at Coyote Wash Utilities, LLC

Division: Sewer/Water

Contact Name: Contact Phone:

Nature of Complaint:

****DOCKET NO. SW-04210A-10-0392
RE: The Links at Coyote Wash Utilities, LLC

October 6, 2010

Dear Arizona Corporation Commission,

The receipt of your letter informing us of the application for a rate increase for our sewer service (Links at Coyote Wash Utilities, L.L.C) came as complete shock to the residents of Coyote Wash. When we agreed to pay the outrageous amount of \$30.00 a month, it was with the express understanding that the rate would NEVER increase.

The majority of the residents of Coyote Wash form a community of senior citizens with fixed incomes. Many have incomes that have NOT increased with the cost of living. We are receiving less and paying more for our day to day expenses. Our health insurance charges are rising just as our health needs become greater. Our home values have decreased with today's economic conditions and we expect to see little relief from our financial woes in the near future.

We have become accustomed to slowly rising expenses, but a raise of 38.6% is totally unacceptable.

The company's claim that the rates should be increased due to low growth rates is equivalent to saying, "You are using less so we need to charge you more." I cannot imagine an electric company or a gas company making such a ludicrous statement. Services have not increased nor have they improved. The pond which acts as a reservoir for the "reclaimed" water often smells like an open sewer, and the company plans on using it for hundreds of new buildings in the future. We, as a community, have long been concerned about this situation. Perhaps we would be more understanding of a small rise in the rates if the service was even acceptable.

We respectfully ask the Commission to reject this application and stop the inappropriate profit taking by Pivotal

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities.

Sincerely,
Brent Carpenter

Wellton, Arizona 85356

cc: Links at Coyote Wash Utilities

Denver, CO 80224
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket Control
End of Comments

Date Completed: 10/15/2010

Opinion No. 2010 - 90186

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 90185

Date: 10/15/2010

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

Complaint By: First: Bill & Ruth Last: Hogue

Account Name: Bill & Ruth Hogue

Home: (000) 000-0000

Street:

Work:

City: Wellton

CBR:

State: AZ Zip: 85356

is:

Utility Company: The Links at Coyote Wash Utilities, LLC

Division: Sewer/Water

Contact Name:

Contact Phone:

Nature of Complaint:

****DOCKET NO. SW-04210A-10-0392
RE: The Links at Coyote Wash Utilities, LLC

October 6, 2010

Dear Arizona Corporation Commission,

The receipt of your letter informing us of the application for a rate increase for our sewer service (Links at Coyote Wash Utilities, L.L.C) came as complete shock to the residents of Coyote Wash. When we agreed to pay the outrageous amount of \$30.00 a month, it was with the express understanding that the rate would NEVER increase.

The majority of the residents of Coyote Wash form a community of senior citizens with fixed incomes. Many have incomes that have NOT increased with the cost of living. We are receiving less and paying more for our day to day expenses. Our health insurance charges are rising just as our health needs become greater. Our home values have decreased with today's economic conditions and we expect to see little relief from our financial woes in the near future.

We have become accustomed to slowly rising expenses, but a raise of 38.6% is totally unacceptable.

The company's claim that the rates should be increased due to low growth rates is equivalent to saying, "You are using less so we need to charge you more." I cannot imagine an electric company or a gas company making such a ludicrous statement. Services have not increased nor have they improved. The pond which acts as a reservoir for the "reclaimed" water often smells like an open sewer, and the company plans on using it for hundreds of new buildings in the future. We, as a community, have long been concerned about this situation. Perhaps we would be more understanding of a small rise in the rates if the service was even acceptable.

We respectfully ask the Commission to reject this application and stop the inappropriate profit taking by Pivotal

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities.

Sincerely,
Bill & Ruth Hoque

Wellton, Arizona 85356

cc: Links at Covote Wash Utilities

Denver, Co 80224
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Opinion noted and filed in Docket Control
End of Comments

Date Completed: 10/15/2010

Opinion No. 2010 - 90185

SW-04210A-10-0392

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 90196

Date: 10/15/2010

Complaint Description: 19D Other - ACC Admin. Questions
N/A Not Applicable

Complaint By: First: Loyd R. Last: Royal

Account Name: Loyd R. Royal

Home: ()

Street:

Work:

City: Wellton

CBR:

State: AZ Zip: 85356

is:

Utility Company: The Links at Coyote Wash Utilities, LLC

Division: Sewer/Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. SW-04210A-10-0392

RE: The Links at Coyote Wash Utilities, LLC

Rate increase is not justified.

We live here year round but many do not, they still get paid by the ones that are gone for most of the year. There has been a strong odor and nothing is being done to fix this problem. Before they ask for more money they need to improve on there up keep. The fee now is to much for what we are getting. As for contacting the Company the bill pay company cant tell you anything and Glen Curtis is good and not calling back Thank you for your time.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Opinion noted and filed for the record in Docket Control.

End of Comments

Date Completed: 10/15/2010

Opinion No. 2010 - 90196

SW-04210A-10-0392

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 90183

Date: 10/15/2010

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

Complaint By: First: Douglas & Sandra Last: Eckenrod

Account Name: Douglas & Sandra Eckenrod Home: (000) 000-0000

Street: Work:

City: Wellton CBR:

State: AZ Zip: 85356 is:

Utility Company: The Links at Coyote Wash Utilities, LLC

Division: Sewer/Water

Contact Name: Contact Phone:

Nature of Complaint:

****DOCKET NO. SW-04210-10-0392****
RE: The Links at Coyote Wash Utilities, LLC

Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ.

Re: Rate Increase Request for Utilities at Coyote Wash, Wellton, AZ. Gentlemen:

We are writing to express our extreme opposition to the increase in charges by "Links at Coyote Wash, LLC. In Wellton, Arizona. As resident property owners, we find the almost 40% increase request objectionable and unreasonable. It has been recently disclosed by the federal government that there has been no inflation for the last two years thus the claim for increased costs and services is to be viewed with suspicion. The timing on the request is also suspicious. This area is highly populated by property owners commonly known as Winter Visitors. They are not currently in residence and will not be aware of the proposed changes until they return. Thus their input will be lost.

We must also comment on the poor level of service by the current provider. At almost any given time, when one passes the sewer facility he is assailed by a terrific stench. The homeowners in close proximity are suffering not only from the smell but also by diminished saleability of their homes. My research indicates that this type of treatment plant will have essentially no odor if it is operated properly. The daily fecal smell indicates a serious problem in management and operation. Perhaps if the managers and employees were forced to live next to the plant its noxious, odoriferous condition would be remedied. We can only hope that there is no health hazard connected to this unsatisfactory situation. We don't need another "Love Canal" at Coyote Wash!

In closing, we find no legitimate reason to grant an unreasonable increase in fees to the petitioner. Costs have not gone up nor has their service been adequate. All property owners have not been present for notification for consent. This request has no merit and should be denied by the Corporation Commission.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Douglas and Sandra Eckenrod

Wellton, AZ 85356

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Opinion noted and filed for the record in Docket Control

End of Comments

Date Completed: 10/15/2010

Opinion No. 2010 - 90183

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 90184

Date: 10/15/2010

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

Complaint By: **First:** Fred & Virginia **Last:** Carpenter

Account Name: Fred & Virginia Carpenter

Home: (000) 000-0000

Street:

Work:

City: Wellton

CBR:

State: AZ **Zip:** 85356

is:

Utility Company: The Links at Coyote Wash Utilities, LLC

Division: Sewer/Water

Contact Name:

Contact Phone:

Nature of Complaint:

****DOCKET NO. SW-04210A-10-0392
RE: The Links at Coyote Wash Utilities, LLC

October 11, 2010

Dear Arizona Corporation Commission,

The receipt of your letter informing us of the application for a rate increase for our sewer service (Links at Coyote Wash Utilities, L.L.C) came as complete shock to the residents of Coyote Wash. When we agreed to pay the outrageous amount of \$30.00 a month, it was with the express understanding that the rate would NEVER increase.

The majority of the residents of Coyote Wash form a community of senior citizens with fixed incomes. Many have incomes that have NOT increased with the cost of living. We are receiving less and paying more for our day to day expenses. Our health insurance charges are rising just as our health needs become greater. Our home values have decreased with today's economic conditions and we expect to see little relief from our financial woes in the near future.

We have become accustomed to slowly rising expenses, but a raise of 38.6% is totally unacceptable.

The company's claim that the rates should be increased due to low growth rates is equivalent to saying, "You are using less so we need to charge you more." I cannot imagine an electric company or a gas company making such a ludicrous statement. Services have not increased nor have they improved. The pond which acts as a reservoir for the "reclaimed" water often smells like an open sewer, and the company plans on using it for hundreds of new buildings in the future. We, as a community, have long been concerned about this situation. Perhaps we would be more understanding of a small rise in the rates if the service was even acceptable.

We respectfully ask the Commission to reject this application and stop the inappropriate profit taking by Pivotal

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities.

Sincerely,
Fred & Virginia Carpenter

Phoenix, Arizona 85006
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket Control
End of Comments

Date Completed: 10/15/2010

Opinion No. 2010 - 90184

Arizona Corporation Commission Consumer Inquiry and/or Complaint Form

1200 W Washington St - Phx, AZ 85007
(602) 542-4251

Step 1

Before submitting a complaint to the ACC, please visit this website: <http://www.azcc.gov/divisions/utilities/forms/who.asp> to determine if the Commission regulates the service. If the company is regulated, please contact the company first. If you have already contacted your utility company and are not satisfied with its response, please fill out this form, print and mail to the address below.

Step 2

YOUR NAME <i>William Hansen</i>	DATE <i>10-11-10</i>
ADDRESS <i>28761 Canal Ave</i>	PHONE (HOME)
CITY, STATE, ZIP <i>Wellton, AZ 85356</i>	CELL PHONE <i>307-751-0221</i>
NAME THAT APPEARS ON THE BILL <i>William & Jerri Hansen</i>	ALTERNATE PHONE (DAYTIME)
NAME OF THE UTILITY COMPANY <i>Links AT Coyote Wash Utilities</i>	ACCOUNT NUMBER <i>CW1136.01</i>
E-MAIL ADDRESS	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input checked="" type="checkbox"/>

Step 3

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY:

I highly object to this rate increase!! I use this sewer seasonal and pay yearly!

Step 4

Please include copies of any documentation, such as bills, that our office would need to provide a response.

Step 5

Print and Mail to:

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

CUSTOMER NOTIFICATION

Links at Coyote Wash Utilities, LLC has applied to the Arizona Corporation Commission for an increase in rates. The present rates have been in effect since May, 2004. An increase in rates is necessary at this time due to low growth rates and increasing prices for commodities, supplies, and services.

CURRENT AND PROPOSED RATES AND CHARGES

	CURRENT RATES	PROPOSED RATES
Flat Rate Customers		
Residential	30.00	41.60
Commercial	N/A	N/A
Measured Rate Customers		
Residential	N/A	N/A
Commercial	Rate is actual flow (based on water meter) divided by one SFE (262 gal/ day) multiplied by the residential flat rate.	No change, other than new residential flat rate applied to calculation
Industrial	N/A	N/A
Other Customers		
Sale of Effluent	2.00 per 1,000 gal.	2.77 per 1,000 gal.

CURRENT AND PROPOSED SERVICE CHARGES

Establishment	\$ 25.00	\$ 30.00
Establishment (After Hours)	\$ 25.00	\$ 30.00
Reconnection (Delinquent)	\$ 30.00	Cost
Deposit	As per commission rule R14-2-608.D5	No Change
Deposit Interest	As per commission rule R14-2-608.D5	No Change
Re-establishment (Within 12 months)	Months off system times the minimum	No Change
NSF Check	\$ 25.00	\$ 25.00
Late Fee	1.5% per month	1.5% per month

10-14-10

Arizona Corporation Commission
links @ Coyote Wash Utilities

We just received your notice
for a rate increase and are very
concerned.

We are on a limited income, our
income has not raised for the second
time in two years.

It seems as though in times of
economic uncertainty that everyone,
including utility companies, needs to
"tighten their belts" and make do with
what income they are getting.

Now is not the time to raise our
utilities and put more worry and strain
on senior citizens.

Please reconsider your proposed
rate increase.

Fraser/Hanley
11681 Laguna St
Wickenburg, AZ 85356

Sincerely,

Sheila R Fraser
Jerry Hanley

October 9, 2010

Arizona Corporation Commission
1200 West Washington St.
Phoenix, AZ

To Whom It May Concern:

RE: Utility rate increase at Links at Coyote Wash

Let it be known that we totally OBJECT to an increase of nearly **40%** in our utility rates at Coyote Wash - Wellton, AZ.

An increase of this size is unacceptable and will cause hardship to those living on fixed incomes.

The short time frame to contact the commission regarding this matter was unacceptable as well. Hopefully this reaches the Commission timely to be docketed in the file.

Paul T. & Mary Dashiell
11712 Castle Dome St.
Wellton, AZ 85356



Cc: Links at Coyote Wash Utilities
6825 E. Tennessee Ave. Suite 547
Denver, CO 80224

**Douglas and Lela Hoff
11812 Laguna Street
Wellton, Arizona 85356**

Oct. 14, 2010

Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Docket #SW-04210A-10-0392

Commissioners;

The current "Customer Notification" from The Links at Coyote Wash LLC introduces a number of problems that already exists with the "company" and the "owner/rate payers" of the system.

The first problem is the way in which the "company" chose to notify the "owners/rate payers", they have totally bypassed the "owners/rate payers" and addressed their request with the state agency that must approve the increase. The truth is, they have not provided leadership and channels for communications to exist between the company and the owners. An examination of the CCR's point out from the very original lot sale, that forming a Home Owner's Association would be a difficult task given the requirement of 70% approval of any home owner issue. In addition, when individual owners have attempted to address in writing or direct conversation issues or problems with the company leadership and CEO, it is not a cooperative or pleasant experience. It appears that the company does not want to talk to owners. The usual response is, "go talk to the city" since the project, excluding the sewer system, is now deeded to the Town of Wellton. So, this issue is one that the company is raising, and they have no way to directly discuss their proposal with the very owners with whom they request agreement and participation. Quite unfortunate!

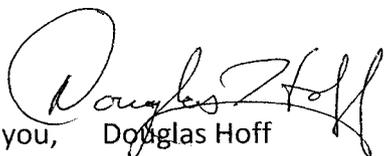
The LLC has not announced the need for an increase for improvement of the system, or for COLA considerations for employee salaries and benefits. It is questionable that this increase is justified. The common comment among owners is, "They just want to raise money for themselves, they have no intention of improving the system." Does the system need improvement? It most certainly does. The aeration units adjacent to fairway #17 produce a gas on a regular basis. When the greatest number of owners are present during the winter months, this odor is quite offensive. The ponds that are filled with treated affluent water are most often green in color indicating a significant amount of algae. It is hard to be convinced that either condition is normal.

When the many owners purchased lots at Coyote Wash, a portion of the proceeds were directed to reimburse the contractor for the infrastructure including roads, sewers, water, fences, cable and the sewer treatment system. It is estimated that of the original lots presented for sale, approximately 600 have been sold. It was understood that unless there was a need

created by wear and or system failure, the present fee would be adequate to maintain that system. A simple review of the math would indicate that their original plan was for 1000 sites paying \$30/mo. would generate \$30K/mo. or \$360K/yr. This amount would provide the basics and plenty for improvement. However, the plan did not materialize on their timeline, and it will take a few years to realize this goal. I am not aware of how the condominiums, hotel, church, shopping center and club house figure into the formula, but if they are included the figures would be adjusted accordingly. The statement under proposed rate changes does not provide adequate data to determine what "commercial" is in this situation.

Finally, it seems reasonable that since the "owners/rate payers" pay the fees that provide for the system, there should be a review of the budget on a regular basis, especially during times like this when an increase is being requested. Incidentally, the email address (info@pivotcompanies.com) listed in the notification letter is not available for regular citizens. The page states "this site is not available to outside persons". Also, the address of the Arizona Corporation Commission was provided for both the Phoenix and Tucson offices, but no zip code was provided. It appears to this owner that the LLC has not produced adequate data to justify a rate increase at this time. Just saying, "we want an increase" does not provide the evidence of need.

The address of the Arizona Corporation Commission is: 1200 West Washington Street, Phoenix, Arizona 85007.



Thank you, Douglas Hoff



Lela Hoff

cc: Links at Coyote Wash Utilities
6825 E. Tennessee Ave. Suite 547
Denver, Co. 80224

October 12, 2010

Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85014

RE: Coyote Wash rate increase application

Dear Arizona Corporation Commission:

Your recent letter, informing us and the residents of Coyote Wash, pertaining to the application for a rate increase for our sewer service (Links of Coyote Wash Utilities, LLC) came as a complete shock. **A raise of 38.6% is totally unacceptable!** When we agreed to pay the outrageous amount of \$30.00 a month, it was with the express understanding the rate would NEVER increase.

We question why there is no commercial rate or proposed increase. Is this due to the fact that Curtis Corporation owns the businesses? Each and every day recreational vehicles coming and going from the Sand dunes and people parked in the desert found "**FREE**" dumping at the Coyote Wash Chevron Station. This is an extreme overload of the sewer system built for the housing development. A charge should be applied for each dump, thus generating revenue to upgrade and maintain the current sewer system. On top of that, the hotel is also attached to the system. Is the hotel charged a sufficient commercial rate?

A majority of residents return to their home states during the warmer months of the summer. This fact should put less pressure on the sewer system. Upon leaving we can cancel water, garbage, and electrical. Why can't we cancel sewer the same. We are having to pay for service we are not using.

We are aware of residents who will not apply for garbage pickup, because they think they will be charged for sewer service. How does the Utility know when to start charging each individual lot for services? Why do these individuals not have to pay their fair share. We have called several times requesting this information from Coyote Wash Utilities and have been told we would receive a return call. No return calls have been received.

The company's claim that rates should be increased due to slow growth. This is the sign of the times, this is not the responsibility or the fault of the residents. The majority of the residents of Coyote Wash are a community of senior citizens with fixed incomes. We are receiving less and paying more for our day to day expenses. Enough is enough!

We respectfully ask the Commission to reject the application and stop inappropriate profit taking by Pivotal Utilities.

Sincerely,

A handwritten signature in cursive script that reads "Mr + Mrs. Gary Bandemer".

Mr. and Mrs. Gary Bandemer
11621 Coyote Wash Street
Wellton, Arizona 85356

cc: Links at Coyote Wash Utilities
6825 E. Tennessee Avenue
Denver, Colorado 80224