

SW-02519A-06-0015

ORIGINAL



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ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (602) [REDACTED]

Fax: (602) [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50676

Date: 3/28/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: D. B. & Sylvia Last: Grant

Account Name: D. B. & Sylvia Grant

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

[REDACTED]

March 24/06

Arizona Corporation Commission
Utilities Division
1200 West Washington
Phoenix, AZ 85007-2996

Arizona Corporation Commission
DOCKETED

MAR 29 2006

DOCKETED BY [Signature]

Dear Sirs

Subject Proposed Increase in Usage Fees by Gold Canyon Sewage Co.

We are strongly against such a high increase (15%). For services which are already higher than neighboring communities.

Your Very Truly

D.B. Grant
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED
2006 MAR 28 P 3:24
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

March 28, 2006

Mr. and Mrs. Grant
[REDACTED]
[REDACTED]

RE: GOLD CANYON SEWER COMPANY

Dear Mr. and Mrs. Grant:

Your letter regarding the Gold Canyon Sewer Company ("Gold Canyon") 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 Gold Canyon 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 toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division
End of Comments

Date Completed: 3/28/2006

Opinion No. 2006 - 50676

SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50686

Date: 3/28/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Jeanne

Bozych

Account Name: Jeanne Bozych

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW-02519A-06-0015

11 MARCH 2006
AZ CORPORATE COMMISSION
CONSUMER SERVICES
UTILITY DIVISION
1200 W. WASHINGTON STREET MAR 22 2006
PHOENIX, AZ 85007
Corporation Comm'

Dear Director of Consumer Services, Utility Division Director of Utilities
I enclose a copy of a newspaper article that concerns our Mountainbrook Village residents and other communities in Gold Canyon. We are in an outrage at this notion to raise our sewer rates 101% from \$35.00 per month to \$70.34. We consider this highway robbery with no restraint from government control. One point of contention is that our sewer bill is NOT based on water consumption upon which most sewer bills that I have ever dealt with are based. Also, the Gold Canyon Sewer Company has increased their customer base who all pay the \$35.00 fee every month even though a lot of the snowbirds leave for the summer and don't even use the sewer. Again this is highway robbery. They have increased their customer base but claim that this doesn't make up for the improvements they have made because their facility was faulty (with smelly odors and discharges) and insufficient because they keep adding customers, therefore they have increased facilities, increased customers to cover costs, but now claim they do not have enough money.

HOW MUCH MONEY IS ENOUGH? Their increased customer base generated additional income, yet they claim they need more money. Where is this going to end?

It seems government control covers residents but won't help the residents when help is needed. In this case there are 1600 homes in Mountainbrook Village, a retiree community, with many on limited income who use limited amounts of water, snowbirds that leave in the summer and use no facilities at all but still pay their monthly fees. There are other communities in Gold Canyon of which I am sure you are aware that have attached

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

to the GC Sewer Co. that have children and use much more water than our community, therefore using the sewer lines more so it probably averages out, which is fine. Every place I have ever lived that had sewers, had meters and the fee was based on the water usage for which the sewers provide an outlet. I know that GCS Co. is a private company, but should they get away with raising the sewer rates to an exorbitant fee? When will they stop raising rates? The more customers they add to their base, the more money they will make and I'm sure it won't stop because this area is under extreme growth expansion. Maybe someone should look into their income taxes to check them out.

When we bought here in Mountainbrook Village in 1995 from UDC, they said when the sewer company adds more customer base, the rates would come down, huh, all they have done is go up and now they want this horrendous raise in fees.

Please do something to NOT ALLOW this highway robbery. Their meeting is scheduled for September 25, 2006, the way the article says, so we must DO SOMETHING ahead of time; research, communications, etc. before that date. Maybe someone from your department would be willing to come out and investigate and talk to our Board of Directors and our community to assure us that our AZ Government is concerned about its residents needs who all pay their taxes and support the government. Thank you for reading.

Concerned Resident

Jeanne Bozych

~~2070 E. Camping Circle Drive~~

Gold Canyon, AZ 85218

~~408-888-8888~~

cc: Governor Janet Napolitano

Letters to the Editor, AZ Republic

Letters to the Editor, East Valley Tribune

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer to advise opinion received and docketed.

End of Comments

Date Completed: 3/28/2006

Opinion No. 2006 - 50686

3W-02519A-06-0015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50682

Date: 3/28/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Arthur Last: Bliss

Account Name: Arthur & Marion Bliss

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: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW-02519A-06-0015

From: [REDACTED]

Sent: Monday, March 27, 2006 9:17 PM

To: Bradley Morton

Cc: [REDACTED]

Subject: Gold Canyon Sewer Rate

We have been residents of Gold Canyon for over five years, and are absolutely dumbfounded and outraged over Gold Canyon Sewer's proposed rate increase from \$35 to over \$70 a month! When we moved here, the sewer company was primarily in place to serve Mountainbrook and immediate neighboring residents. The odors were horrific, and the company swore that if only they could enlarge and add some equipment, they could solve the odor problems at no extra cost because of increased economy of scale.

Well, the sewer plant is now huge, they have added who knows how many more customers, and the odors are still ever-present. A good percentage of their customers are "snowbirds", in the area for three or four months, and many others of us in the area for seven or eight months, leaving for the four summer months, while the company continues to collect its \$35 per household every month even as what they have to process must be substantially diminished.

The nerve of them to request this rate increase! Perhaps they think that starting with such a shocking request will make us feel happy when you approve "only" \$45 or \$50 a month, but we sincerely hope that the Corporation Commission will take into consideration what are reasonable and customary rates for such a service, and act accordingly when you take up the matter in September. Thank you very much!.

Arthur and Marion Bliss

[REDACTED]
Gold Canyon, AZ. 85218

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Tuesday, March 28, 2006 11:29 AM
To: [REDACTED]
Cc: Bradley Morton
Subject: RE: Gold Canyon Sewer Rate

Your opinion has been received and docketed.

End of Comments

Date Completed: 3/28/2006

Opinion No. 2006 - 50682

SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: (602) [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50683

Date: 3/28/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Mike [REDACTED] Last: Shubic

Account Name: Mike Shubic

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW-02519A-06-0015

From: Mike Shubic [REDACTED]
Sent: Tuesday, March 28, 2006 9:26 AM
To: Bradley Morton
Subject: GC sewer rate increase...

Dear Mr. Morton,

I understand you are the person with whom I should contact with regards to my concerns on the Gold Canyon Sewer company (GCSC) wanting to increase our rates more than two fold. When I moved out here a few years ago I thought \$35 per month was way too high, especially when I'm paying the same rate as a family of four. Being a single person I use very little water/sewer and already feel I'm paying more than my fair share. To have a rate increase of over 100 percent seems ridiculous and I hope that the opposition will be heard in this matter and the GCSC will not be allowed to increase their rates. If any rates are to be increase it should be based upon occupancy or water usage and not an arbitrary figure.

Thank you for your time and consideration in this matter.

Sincerely,

Michael Shubic
[REDACTED]
Gold Canyon, AZ 85218
[REDACTED]

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Tuesday, March 28, 2006 11:36 AM
To: 'Mike Shubic'
Cc: Bradley Morton
Subject: RE: GC sewer rate increase...

Your opinion has been received and docketed.
End of Comments

Date Completed: 3/28/2006

Opinion No. 2006 - 50683

SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) [REDACTED]

Fax: (602) [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50680

Date: 3/28/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Marilyn Last: Smith

Account Name: Marilyn & Perry Smith

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW-02519A-06-0015

Consumer voiced her opinion against the amount of increase as feeling it is too high.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered and docketed.

End of Comments

Date Completed: 3/28/2006

Opinion No. 2006 - 50680