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8 Attorneys for The Links at Coyote Wash Utilities, LLC

9 **BEFORE THE ARIZONA CORPORATION COMMISSION**

10 IN THE MATTER OF THE
11 APPLICATION OF THE LINKS AT
12 COYOTE WASH UTILITIES, LLC, FOR
13 APPROVAL OF A PERMANENT RATE
14 INCREASE.

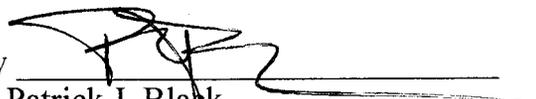
DOCKET NO. SW-04210A-10-0392

NOTICE OF COMPLIANCE

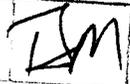
15 Pursuant to Decision No. 72491 (July 25, 2011) ("Order"), The Links at Coyote
16 Wash Utilities, LLC (the "Company") hereby submits this Notice of Compliance in the
17 above-captioned matter. The Order requires the Company to submit a biannual report
18 detailing all odor complaints from its customers, along with a description of the actions
19 that the Company has taken or intends to take to remedy the problem. See **Exhibit A**
20 attached hereto.

21 DATED this 28th day of January, 2013.

FENNEMORE CRAIG, P.C.

22 By 

23 Patrick J. Black
24 3003 North Central Avenue
25 Suite 2600
26 Phoenix, Arizona 85012

ARIZONA CORPORATION COMMISSION
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ORIGINAL and 13 copies filed this
28th day of January, 2013 with:

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

COPY hand-delivered this
28th day of January, 2013 to:

Ayesha Vohra, Esq.
Legal Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

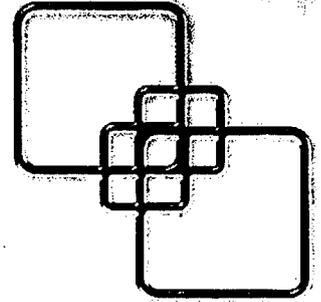
Carmel Hood, Compliance
Utilities Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

By: *Maria San Jose*

7889580.1/016307.0002

Exhibit A

Pivotal Utility Management, LLC



January 25, 2013

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

p: 720.949.1384
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Subject: Links at Coyote Wash Utilities, LLC – Decision 72491
Compliance Item – Bi-annual Update on Odor Complaints & Actions taken

During the second half of 2012, the operators & management of Links at Coyote Wash Utilities, LLC (LACW) received three odor complaints. The most recent complaint was in late November.

LACW has now established a protocol for responding to odor complaints:

- Generally the first person to receive odor complaints is our contract operator, Sunstate Environmental (Rick Miller). He generally receives phone calls in the initial stages, and tries to respond either the same day or the following day to evaluate the complaint.
- In an attempt to better document the odors, we developed an odor complaint reporting procedure, which we have provided to customers in the past, and make available to those with concerns or complaints. This is an important step for customers to take as it records locations, weather conditions, and other dynamics which can impact the source of odor. Unfortunately, none of the three customers who complained the last six months took the time to fill out the form, and all three customers' concerns were resolved within a day (organically – no changes were made to the process in any of the cases). As we have stated previously, we feel that the customer's use of this form will help LACW respond in a more effective way.
- LACW has analyzed potential areas where low flows in the sewer mains (because of very few houses on long stretches of sewer lines) may be causing raw sewage to become septic, which can cause objectionable odors when the material reaches

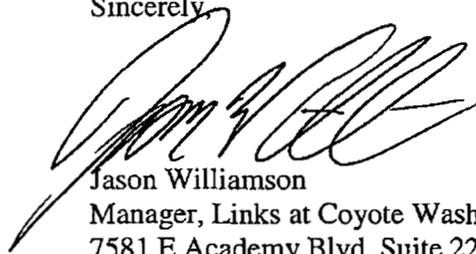
the WWTP. We have negotiated with the developer to have a water truck introduce fresh water to some of these prone areas on a regular basis to help minimize the potential for raw sewage to become septic due to low flows.

- In addition, our plans sometime over the next few months are to conduct proactive collection line maintenance using a commercial jetter-machine and crew. We will initially focus on areas that have generated odor complaints in the past.

In general, as manager of LACW, I continue to remind our operator and local representatives that the best policy to handling odor complaints is responsiveness.

If you have any questions, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jason Williamson', written over a printed name.

Jason Williamson
Manager, Links at Coyote Wash Utilities, LLC
7581 E Academy Blvd. Suite 229
Denver, CO 80230
(720) 949-1384