



ORIGINAL

ARIZONA CORPORATION COMMISS. ...

4700

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: (000) [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 64631

Date: 11/14/2007

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

First: Kathleen M & Bill Last: Owen

Complaint By: Kathleen M & Bill Owen

Account Name: Kathleen M & Bill Owen

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: Bob Dodds

Contact Phone: (623) 935-9367

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING CORRESPONDENCE TO THE COMMISSION.

November 9th, 2007

[REDACTED]
Gold Canyon, Arizona, 85218

Arizona Corporation Commission
1200 West Washington St
Phoenix, Az., 85007

Dear Commissioners:

We live in Mountain Brook Village seven(7) months out of the year, as do a majority of Mountain Brook residents. Yet, we pay for twelve(12) of sewer service, when we only use it for seven(7) months. We should be able to suspend service for the time we're not here like we are able to do with our telephone, trash and television service.

The odor from the sewer plant during the winter months is disgusting and has not been remedied. We highly oppose the rate increase by Gold Canyon Sewer Company—doubling it is outrageous!! We are people on fixed incomes who want to register our complaints against the Gold Canyon Sewer Company and theft proposed rate increases.

Do your job as commissioners and regulate these types of companies for the public good!

Sincerely,
Kathleen M. Owen
Bill J. Owen
[REDACTED]

Arizona Corporation Commission

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UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

11/14/07-I sent the customers the following e-mail.

Dear Mr. and Mrs. Owen:

Thank you for taking the time and writing the Commission regarding your opinion regarding Gold Canyon Sewer Company. I will take your opinion and place a copy with the Docket Control Center of the Commission, so it will be made part of the record. The Commission will also take your opinion into consideration before rendering a decision in any rate decision matters.

In addition, please contact the Arizona Department of Water Resources regarding the order you are experiencing from the sewer plant.

Thank you,
John La Porta

CLOSED

End of Comments

Date Completed: 11/14/2007

Opinion No. 2007 - 64631
