



ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED] 9

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50457

Date: 3/17/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By: Russ & Linda Grimm

Account Name: Russ & Linda Grimm [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR:

State: [REDACTED] Zip: [REDACTED]

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

I am requesting a "Change of Date" for the hearing on docket #SW-03478-A-05-0801 be postponed until at least November and the hearing to be moved to Yuma, AZ.

This hearing in July, when most "snowbirds" are NOT in the area and NOT in Phoenix is NOT acceptable. The hearing needs to be in Yuma where the rates will be affected and most residents will be able to attend and strongly voice their opinions.

Our water and sewer rates are already HIGH and we must pay sewer rates whether we are here in Yuma or not all year. Not quite FAIR!!!!!! when we are not using this service.

We don't mind reasonable rates, but a 38% increase is NOT acceptable. Our social security checks only went up about 4% and we cannot afford these increases!!!!!!

Russ and Linda Grimm
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Following e-mail response was sent to the customers:

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 542-8009

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50458 Date: 3/17/2006

Complaint Description: 08A Rate Case Items - Opposed

First: Last:

Complaint By: Junita & Donald Boss

Account Name: Junita & Donald Boss Home: [REDACTED]

Street: 11852 E 28th Pl Work: [REDACTED]

City: Yuma CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED] 8

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION: IT WAS ORIGINALLY SENT TO LINDA HOGAN IN BRIAN MCNEIL'S OFFICE.

Hello, my name is Juanita Boss and I live at 11852 E. 28th Pl. and I received the letter informing us that our sewer rate is going up. Well is it going up because of the lawsuit that was lost by Far West and Sewer? And you don't know how to pay the lawsuit so you have no choice but to raise our rates. This to me sounds wrong. We work hard and we always pay our bills on time. When we lived in the city and paid city water and sewer we never had to get raised as much and so quickly after losing a lawsuit. So I think it is wrong of you to raise our rates and I'm wondering when and if the city will ever be available out where we live.

Sincerely,
Juanita Boss
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

03/17/06-Sent the customer a follow-up email explaining who I was and asking her to call me, so we could discuss her comments.

Spoke with the customer at her work phone number advising her that the company can not raise their rates because of a lawsuit. I also advised that Commission Staff looks at only numbers relevant to the company's request in the raising of the sewer rates. Customer was also told about the public comment meeting on April 7 and provided my toll free phone number. CLOSED.

End of Comments

Date Completed: 3/17/2006