



ORIGINAL
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50533

Date: 3/22/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By: Jay

Hicks

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Yuma

CBR:

State: AZ Zip: 85367

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.

Dear Mr. Laporta,

My name is Jay Hicks. My wife and I have been property owners in the Foothills for seven years. Before that I was a water Superintendent for Pacific Power and Light. [REDACTED]

In the past seven years, I have noticed several inconsistencies in both the water and the sewer systems. The sewer system especially seems not to be in compliance with good sewer operations. I understand from the county people that the sewer system does not meet regulations.

But why should we as home owners be made to pay for the ineptitude of Far West? The mess on Fortuna is a prime example.

I think it is down right sneaky that the hearing is set, not only not in Yuma, but during the summer when many of us are not in attendance here. At least, postpone this hearing until next Oct. or Nov., and hold it in Yuma.

Thankyou very much for your consideration.

Yours truly,
Jay C. Hicks

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

03/22/06-Spoke to the customer and provided him the following e-mail response.

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

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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.

If you have any further questions, please call me [REDACTED].

Thank you, John

CLOSED

End of Comments

Date Completed: 3/22/2006

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