



ARIZONA CORPORATION COMMISS...
UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50553 Date: 3/23/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Henke E. Last: Coffee

Account Name: Henke E. Coffee Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Yuma CBR:

State: AZ Zip: 85364 is:

Utility Company: Far West Water & Sewer, Inc.

Division:

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

Nature of Complaint:

Received the following correspondence:

We purchased a lot in the Foothills area, Yuma, AZ, in 1999 and decided to buy in the area with the sewer system because we only had to pay for the months we used the sewer. Now we have to pay for it year round. We were told that Far West water & Sewer Company didn't have a choice because it was the law. With all of these extra fees and all the new customers being added every day, I would think they have to be making a good profit. Now they want another 35% increase on top of that. I know they have some legal problems because of their own negligence, but I don't think we, the customers, should have to be responsible for them. Those expenses should be handled entirely by Far West Water & Sewer and taken from their profits.

A hearing should be held in the winter months when most of the customers are in the area, not in summer when 80% of the people are gone. I don't feel that this is being fair to the customers.

I am not in favor of this increase.

Sincerely,

Henke E. Coffee
[REDACTED]
Yuma, AZ 85367

Arizona Corporation Commission
DOCKETED

MAR 23 2006

Cc: Far West Water & Sewer, Inc.
End of Complaint

DOCKETED BY [REDACTED] RB

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED
2006 MAR 23 1P 2:03
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

3/23- I called customer and let her know that her Opinion against the proposed rate increase will be entered into our database for the record and her Opinion will be docketed so that our Commissioners will have an opportunity to read her comments (SW-03478A-05-0801). CLOSED.

End of Comments

Date Completed: 3/23/2006

Opinion No. 2006 - 50553

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (509) [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50544

Date: 3/22/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Gerald

Rivard

Account Name:

Gerald Rivard

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

Yuma

CBR:

State:

AZ

Zip: 85367

is:

Utility Company:

Far West Water & Sewer, Inc.

Division:

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Received the following correspondence:

We purchased a lot in the Foothills area, Yuma, AZ, in 1997 and decided to buy in the area with the sewer system because we only had to pay for the months we used the sewer. Now we have to pay for it year round. We were told that Far West water & Sewer Company didn't have a choice because it was the law. With all of these extra fees and all the new customers being added every day, I would think they have to be making a good profit. Now they want another 35% increase on top of that. I know they have some legal problems because of their own negligence, but I don't think we, the customers, should have to be responsible for them. Those expenses should be handled entirely by Far West Water & Sewer and taken from their profits.

A hearing should be held in the winter months when most of the customers are in the area, not in summer when 80% of the people are gone. I don't feel that this is being fair to the customers.

I am not in favor of this increase.

Sincerely,

Gerald Rivard

[REDACTED]
Yuma, AZ 85367

Cc: Far West Water & Sewer, Inc.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I called customer and told him that I would enter his Opinion against the proposed rate increase and that his Opinion would be docketed and the Commissioners would have an opportunity to read his Opinion prior to reaching their decision (SW-03474A-05-0801). CLOSED.
End of Comments

Date Completed: 3/22/2006

Opinion No. 2006 - 50544

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50552

Date: 3/23/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Patricia

Rivard

Account Name: Patricia Rivard

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Yuma

CBR: [REDACTED]

State: AZ Zip: 85367

is: [REDACTED]

Utility Company: Far West Water & Sewer, Inc.

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following email:

We purchased a lot in the Foothills area, Yuma, AZ, in 1997 and decided to buy in the area with the sewer system because we only had to pay for the months we used the sewer. Now we have to pay for it year round. We were told that Far West water & Sewer Company didn't have a choice because it was the law. With all of these extra fees and all the new customers being added every day, I would think they have to be making a good profit. Now they want another 35% increase on top of that. I know they have some legal problems because of their own negligence, but I don't think we, the customers, should have to be responsible for them. Those expenses should be handled entirely by Far West Water & Sewer and taken from their profits.

A hearing should be held in the winter months when most of the customers are in the area, not in summer when 80% of the people are gone. I don't feel that this is being fair to the customers.

I am not in favor of this increase.

Sincerely,

Patricia Rivard

[REDACTED]
Yuma, AZ 85367

Cc: Far West Water & Sewer, Inc.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

3/23- I called customer and let her know that her Opinion against the proposed rate increase will be entered into our database for the record and her Opinion will be docketed so that our Commissioners will have an opportunity to read her comments (SW-03478A-05-0801). CLOSED.

End of Comments

Date Completed: 3/23/2006

Opinion No. 2006 - 50552
