

*Filed in Docket No. WS-03478A-05-0801*



0000042786

**ARIZONA CORPORATION COMMISS**

**UTILITY COMPLAINT FORM**

4730

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** (602) [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2006 - 49970

**Date:** 2/21/2006

**Complaint Description:** 07Z Repair Issues - Other

**Complaint By:** **First:** Mary Anne **Last:** Garagas

**Account Name:** [REDACTED] Garagas

**Home:** (000) 000-0000

**Street:** n/a

**Work:** (000) 000-0000

**City:** Yuma

**CBR:**

**State:** AZ **Zip:** 00000

**is:**

**Utility Company:** Far West Water & Sewer, Inc.

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

2/21/06 I received the following voicemail.

I live in the foothills of Yuma and I just got notice from Far West Water & Sewer company of filing an application of the rate increase. She would like to know why this is being done in the middle of summer when most of the residents are gone? I think it will be more appropriate to have this one who gets the largest amount of opinions across the board? That's about all I have to say and I thank you very much.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

2/21/06 Opinion noted and filed in Docket No. WS-03478A-05-0801. closed

\*End of Comments\*

**Date Completed:** 2/21/2006

**Opinion No.** 2006 - 49970

RECEIVED  
2006 FEB 22 1 A 10:49  
AZ CORP COMMISSION  
DOCUMENT CONTROL

file in WS-03778A-05-0801

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49986

Date: 2/22/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Michael

Brann

Account Name:

Michael Brann

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

Yuma

CBR:

State:

AZ Zip: 85364

is:

Utility Company: Far West Water & Sewer, Inc.

Division:

[REDACTED]

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to voice his displeasure with Far West's request for a rate increase in sewer rates. He though the wrongful death lawsuit that was filed against the company has the company trying to recoop monies they lost through that.

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

Spoke with Mr. Brann on this day and advised him that the the wrongful death lawsuit is the company's problems and any monies the company lost during the trial can not be recopped though the proposed rate increase. Did advise him also that I would write up his comments and place a copy in the docket. CLOSED.

\*End of Comments\*

Date Completed: 2/22/2006

Opinion No. 2006 - 49986

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: (602) [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2006 - 49989

Date: 2/22/2006

Complaint Description:      08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Stan

Walker

Account Name:

Stan Walker

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

[REDACTED]

CBR:

State:

AZ      Zip: 85367

is:

Utility Company.

Far West Water & Sewer, Inc.

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

DOCKET NO. WS-03478A-05-0801

Feb 15/06

Consumer Service  
1200 W Washington St.  
Phoenix AZ. 85007

Stan Walker  
[REDACTED]

Dear Sir:

I am a owner of lot in foothills of Yuma and have concerns about having a hearing in July when about 25% of people are here. Far West water is owned by S & H Developments which owns just about everything here including 3 + golf courses which sewer water is used. They also have other developments in Welton + Quartzsite so cost could be easily be diverted. Far West water + sewer also changed ruling that owners have to pay for sewer for a full year even if they are only here for a month a year. I hope this application for a 30% increase is looked at closely.

Yours Sincerely

Stan Walker  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

Opinionion docketed.

\*End of Comments\*

Date Completed: 2/22/2006

Opinion No. 2006 - 49989

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49991

Date: 2/22/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Jerry

Sword

Account Name: Jerry & Tanya Sword

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

DOCKET NO. WS-03478A-05-0801

Feb 17, 2006

Sirs,

[We are customers of Far West Water in Yuma and are directly affected by the proposed rate increase.

[We now pay our water usage fee (no complaints) a water base fee of \$15.53 per month & sewer fee of \$20.00 per month plus miscellaneous taxes. When we purchased the lot, part of our closing package sated we only paid for sewer while we were here using it. Later, Far West changed to paying for 8 months (even though we are only here for 3 months) & exempt for 4 months. Now Far West charges for 12 months whether anyone is here or not. We already feel the full years charges are unfair and to add approximately 30% to our bill is unwarranted. We fee l Far West is blatantly charging us for costs we do not create, possibly costs incurred in a different segment than the actual sewage treatment costs we should be bill for. Maybe the builders & developers (of which Far West is an offshoot company of H & S Developers) should be accountable for more of the costs they are creating.

[Do you find it ironic that this hearing is in the middle of July when most of foothills leaves town & even most Arizonans leave the area & cannot attend a hearing.

[Thank you for listening to our concerns & the concerns of many of our neighbors. (I do not know of one neighbor who feels the increase is justified)

Jerry & Tanya Sword

[REDACTED]  
[REDACTED]  
[REDACTED]

P.S. we are only here until Mar. 30.

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

Opinion docketed.  
\*End of Comments\*

Date Completed: 2/22/2006

Opinion No. 2006 - 49991

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File in DOCKET No.  
WS-03478A-05-0801

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (602) [REDACTED]

Fax: (602) [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49975

Date: 2/21/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Lawrence F. Martin

Account Name: Lawrence F. Martin

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Yuma

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From: [REDACTED]  
Sent: Saturday, February 18, 2006 1:31 PM  
To: Utilities Div - Mailbox  
Subject: Far West and Sewer Co., Yuma AZ

This E-mail is regards to the Far West and Sewer Company application for an increase in its sewer rates. Docket No. SW-03478A-05-0801.

With all the building going on in the Yuma area it seems to me that the builders and the new occupants of the homes being built should absorb some of the increases.

The large law suit that the company has been involved should be absorbed by the company. If all standard OSHA and AOSHA stands were properly followed the accidents of people dying while employed with the company or subcontractor would have not happen. The proper procedure were followed for confined spaces the entry supervisor would have did all the proper tests for air in the spaces before any enterant/s would gone into the space. Some other questions that should be asked were the entrants properly train to enter the area. was the attendant properly trained to monitor the spaces that was to be entered. There are three test that should have been made prior to any one going into the space regarding air supply. All this should been on the entry permit, and signed off by the entry supervisor.

Lets put the blame were it should go and not have the local and the Snowbirds pay for something that was beyond their control.

Thank you in advance for you attention in matter. Lawrence F. Martin, Yuma AZ

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

2/21/06 Comments noted and filed in docket no. WS-03478A-05-0801. closed

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed:

Opinion No. 2006 - 49975

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file in WS-03478A-05-0801

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (██████████)

Fax: (██████████)

Priority: Respond Within Five Days

Opinion No. 2006 - 49969

Date: 2/21/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Walter

Halliday

Account Name: Walter Halliday

Home: (██████████)

Street: ██████████

Work: (██████████)

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: ██████████

Contact Phone: (██████████)

Nature of Complaint:

Customer called to say that he is against Far West's application for an increase in sewer rates. He states he and his wife are on a limited income and feels it just another big rip-off.

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

Advised customer that I would write up his comments and place copy in the docket. CLOSED.

\*End of Comments\*

Date Completed: 2/21/2006

Opinion No. 2006 - 49969