



ORIGINAL ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50323

Date: 3/13/2006

Complaint Description: 19D Other - ACC Admin. Questions

Complaint By: First: Roland & Margaret Last: Daut

Account Name: Roland & Margaret Daut - [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:

FOLLOWING E-MAIL WAS SENT TO THE COMMISSION.

I would like to voice my objection to the hearing being held in July in Phoenix. Everyone knows that a large percentage of customers are not in the area during the summer. We pay Yuma County taxes and year around sewer charges - even though we don't use the service year around. I feel the hearing should be postponed at least until November and moved to Yuma at that time.

Respectfully,
Roland and Margaret Daut
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Following e-mail response was sent to the customer:

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.

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

Thank you, John

CLOSED.
End of Comments

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2006 MAR 13 1 A 9:58
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 3/13/2006

Inquiry No. 2006 - 50323

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50324 Date: 3/13/2006

Complaint Description: 19D Other - ACC Admin. Questions

Complaint By: First: Don A Last: Manney

Account Name: Don A & Charlene B Manney - [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:

FOLLOWING E-MAIL WAS SENT TO THE COMMISSION.

We respectfully request that the hearing on docket #SW-03478-A-05-0801 (the request by Farwest Water and Sewer, Inc. for increased sewer rates) be postponed until at least November 2006 and moved to Yuma.

The rationale for making this request is the fact that approximately 50% of the residents affected by the proposed increase are "Snowbirds". These residents are not in the area during July and would be unable to attend the scheduled hearing and thereby not have the privilege of providing input at the hearing.

Don A. Manney [REDACTED]

Charlene B. Manney [REDACTED]
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Following e-mail response was sent to the customers:

Dear Mr. and Mrs. Manney:

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.

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you, John

CLOSED.
End of Comments

Date Completed: 3/13/2006

Inquiry No. 2006 - 50324

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (908) 519-8812

Fax: (908) 519-8812

Priority: Respond Within Five Days

Inquiry No. 2006 - 50325

Date: 3/13/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By: Judy

Wear

Account Name: Judy Wear

Home: (908) 519-8812

Street: [Redacted]

Work: [Redacted]

City: Yuma

CBR:

State: AZ Zip: 85365

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [Redacted]

Contact Phone: (908) 519-8812

Nature of Complaint:

FOLLOWING E-MAIL WAS SENT TO THE COMMISSION.

Docket # SW-03478-A-05-0801

As a homeowner in the Foothills area of Yuma it has been brought to my attention a hearing on sewer rates with Far West is planned for July in Phoenix.

Since many of the people that live in the Foothills are part time AZ residents they would not be able to attend the hearing. The July hearing appears to be a way of ensuring a raise in sewer rates will not be contested. Regardless of how many months you live here, you pay for sewer year round. It seems the hearing could be held in perhaps November or December to ensure participation. Also, since it affects the residents of Yuma, possibly the hearing could be held in Yuma to enable more people to participate.

When it appears a company is doing things behind the consumers back it tends to leave a wide area of distrust. Is this the message they wish to convey?

Thank you for your consideration.

Judy Wear

[Redacted]
Yuma, AZ 85365

You have a mailing address of 2 [Redacted] This is to ensure I get and pay my billings in a timely manner.

End of Complaint

Utilities' Response:

N/A

End of Response

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Following e-mail response was sent to the customer.

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.

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

Thank you, John

CLOSED.

End of Comments

Date Completed: 3/13/2006

Inquiry No. 2006 - 50325

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50322

Date: 3/13/2006

Complaint Description: 19D Other - ACC Admin. Questions

Complaint By: First: Mary Ann Last: Bentrup

Account Name: Mary Ann Bentrup [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.

To whom it may concern.

Please postpone the March 24 hearing on docket #SW-03-478-A-05-0801 until November and move hearing to Yuma. Thank you. Mary Ann Bentrup Foothills resident.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

The following response was sent to the customer:

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.

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

Thank you, John

CLOSED.

End of Comments

Date Completed: 3/13/2006

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 519-1100

Fax: (602) 519-1100

Priority: Respond Within Five Days

Inquiry No. 2006 - 50326

Date: 3/13/2006

Complaint Description: 19D Other - ACC Admin. Questions

Complaint By: First: I Last: gorrie

Account Name: I gorrie - [redacted]@web.com Home: [redacted]

Street: N/A Work: [redacted]

City: N/A CBR:

State: N/A Zip: N/A is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [redacted] Contact Phone: (602) 519-1100

Nature of Complaint:

FOLLOWING E-MAIL WAS SENT TO THE COMMISSION.

REQUESTING THE DATE OF HEARING ON DOCKET #SW-03478-A-05-0801 BE POSTPONED UNTIL AT LEASE NOVEMBER, AND THE HEARING TO BE MOVED TO YUMA .

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Following e-mail response was sent to the customer.

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.

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

Thank you, John

CLOSED.

End of Comments

Date Completed: 3/13/2006

Inquiry No. 2006 - 50326

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50352

Date: 3/13/2006

Complaint Description: 19D Other - ACC Admin. Questions

Complaint By: First: Mike Last: Yankovich

Account Name: Mike Yankovich [REDACTED] Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: [REDACTED] CBR:

State: [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.

Request that the date and location of the hearing on docket #SW-03 478-A-05-0801 be postponed until at least November, and the hearing be moved to Yuma, since such a large percentage of our residents are gone during the summer months.

A concerned winter resident and property owner.
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Sent the customer 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 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: 3/13/2006

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50336

Date: 3/13/2006

Complaint Description: 19D Other - ACC Admin. Questions

Complaint By: First: James Last: Holloway

Account Name: James Holloway

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Yuma

CBR:

State: AZ Zip: 85365

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

FOLLOWING E-MAIL WAS SENT TO THE COMMISSION.

It has been brought to my attention that the hearing on sewer rates with Far West is planned for July in Phoenix. We live in the foothills of Yuma as part time residents and cannot attend the July hearing. Could you have the hearing in December and have it in Yuma so we could be present? We pay sewer rates year around even though we are here only a few months. And the 38% increase is way to much. What about the cost of living? We would appreciate your help in this matter.

James Holloway

[REDACTED]
Yuma, Az 85365

or

James Holloway

[REDACTED]
La Grande, Oregon 97850

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Following e-mail response was sent to the Commission.

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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Thank you, John

CLOSED
End of Comments

Date Completed: 3/13/2006

Inquiry No. 2006 - 50336

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 540-0810

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No.: 2006 - 50333

Date: 3/13/2006

Complaint Description: 19D Other - ACC Admin. Questions

Complaint By: First: Diana & Steve Last: Tucker

Account Name: Diana & Steve Tucker - [REDACTED] Home: (000) 000-0000

Street: [REDACTED] Work: (000) 000-0000

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:

FOLLOWING E-MAIL WAS SENT TO THE COMMISSION.

I am requesting that docket #SW-03478-A-05-0801 be postponed until at least November, and the hearing be moved to Yuma. I am a year round resident but this rate hike effects the the majority of people that are not here in July or August. Most are snowbirds. Even the year round residents schedule vacations at this time. Farwest has seen it share of financial woes brought on by their mismanagement and greed by the owners. We have no choice in services to be used. I feel this rate hike should not be forced on the residents of the Foothills. Farwest Water needs to be accountable for their actions and/or lack there of. Sincerely, Diana and Steve Tucker, [REDACTED]
[REDACTED] Yuma, AZ 85367

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Following response was sent to the customer.

Dear Mr. & Mrs Tucker:

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.

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

Thank you, John

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

CLOSED
End of Comments

Date Completed: 3/13/2006

Inquiry No. 2006 - 50333
