

WS-03478A-05-0801

ORIGINAL



0000047858

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51110 Date: 4/13/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Susan Last: Cohen

Account Name: Charles and Susan Cobun Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: n/a CBR: [REDACTED]

State: AZ Zip: 00000 is: E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/13/06 ***** WS-03478A-05-0801*****

RECEIVED CORRESPONDENCE FROM Mr. and Mrs. Cobun:

From: [REDACTED]
Sent: Tuesday, April 11, 2006 9:11 PM
To: Utilities Div - Mailbox
Subject: Far West Water Rate Increase

RECEIVED
06 APR 14 P 3:55
CORP COMMISSION
DOCUMENT CONTROL

Thank you for holding a meeting in Yuma where and when the residents are available to inform the commission. I would strongly suggest that all relevant commission meetings be held during the winter in Yuma. Far West has scheduled the meetings far away from the residents and when they are not available to testify. Past commissions have willing gone along with this dodge to the detriment of the residents and captive clients of Far West.

The sewer and water problems are at least a decade old. If the commission had held local hearings in the past probably this would have not grown to such a huge problem.

It is clear that Far West has not been well managed and that improvements have not been made to match capacity needs. The owners have used the cash flow from the utility company to enrich the owners and further their development plans.

I am requesting that the commission require Far West to complete an audit of all income and expenditures for the past 10 years as I believe the commission will find that there has been gross misuse and failure to invest fees properly in the maintenance and upgrades to the various plants.

I am also requesting that the commission use its powers to compel the company to escrow all income under commission control and for the commission to monitor disbursements and earmark funds for specific upgrades and improvements to the system.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Further, no additional lots should be developed until all of the existing problems with both water quality and sewer plant and equipment, particularly odor problems, are solved. All existing residents who bought their lots and paid their connection fees should be allowed to build or make improvement to their current homes.

If the commission should grant a rate increase, which we oppose, then the fees generated from the rate increase should be under the control of the commission and should be used for specified repairs and upgrades. The owners of Far West should not benefit personally from an increase in fees.

Lastly, the commission should require Far West, as a condition of its ability to do business, be required to complete in a timely manner a comprehensive study of each sewer and water plant listing all engineering and upgrading required to solve the existing problems. The study should be completed in a reasonable time and at the sole expense of Far West.

The commission should take into consideration that because Far West has failed to provide a quality fresh water supply, there is a significant wasting of ground water as most residents have to install RO water treatment systems which result in large quantities of ground water being flushed down the sewer system, needlessly adding to capacity constraints and wasting water.

Lastly, the sewer and water bills should be combined in a single bill with the sewer fees representing a percentage of the water bill based on respective units of use by each property.

Sincerely, Charles and Susan Cobun

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/13/06 I wrote to Mr. and Mrs. Cobun the following:

This is to acknowledge your e-mail dated April 11, 2006 regarding Far West Water and their request to increase rates. The Arizona Corporation Commission appreciates the time that you have taken to express your comments in this matter. Your comments have been noted and will become part of the record under WS-03478A-05-0801.

End of Comments

Date Completed: 4/13/2006

Opinion No. 2006 - 51110

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51132 Date: 4/14/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Barbara & Jim Last: Ransehousen

Account Name: Barbara & Jim Ransehousen Home: [REDACTED]

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

City: Yuma CBR:

State: AZ Zip: 85367 is:

Utility Company: Far West Water & Sewer, Inc.

Division:

Contact Name: 0000 Contact Phone: 0000

Nature of Complaint:

Received following letter:

Subject: Proposed rate hike for Far West Water Co., Yuma, AZ
To the Director of RUCO:

First I heartily thank you for sending Judge Wolfe to Yuma on Friday, April 7, 2006. This gave the local citizens a chance to voice their views. This wouldn't have been the case had the hearing been held in Phoenix, in July, as proposed, as many of us leave the area for the summer.

I would add my comments to those made on last Friday.

The terrible odor has been evident ever since we have been here in Yuma, 9 years. Others say it was present as long as 11 years ago.

The Far West Water and Sewer Company formerly allowed homeowners to pay for the sewer only during the months that they were here, and didn't charge the \$20 for the months they were gone. Then, about 2 years ago, they began charging for the entire year, whether one's water was turned off or not. So a person was charged for sewer for 12 months, but only charged for water for the months that they are here. Why charge when there is no use of the sewer? Therefore, the company received a rate hike at that time, in effect.

Now, due to mismanagement, FW Co has had a huge fine levied against it. However, we are told that they have insurance that will pay for the fine. So the rate hike isn't to pay for that.

No further land development should be allowed until adequate sewer service is in place.

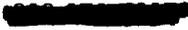
Although this is not a WATER issue, if FW Co provided good tasting, salt free water, we homeowners would not need to use Reverse Osmosis systems. This wastes 3/4 of the water taken into the filter system, and although it is not sewage, it fills up the sewer system.

We do not want a sewer rate hike, especially one that is about 30%. Thank you for your attention.

Barbara and Jim Ransehousen
[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Yuma, AZ, 85367


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4-14 I called the customer and left recorded message acknowledging their letter. I extended thanks for taking the time to express their comments and that their comments would be noted for the record in this matter. I e-mailed this OPINION to John LaPorta for docketing. File closed.

End of Comments

Date Completed: 4/14/2006

Opinion No. 2006 - 51132
