

SW-03478A-05-0801
WS



0000048007

ORIGINAL
ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51238

Date: 4/19/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Barbara & Jim

Ransehousen

Account Name: Barbara & Jim Ransehousen

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

-----Original Message-----

From: Barbara Ransehousen [REDACTED]

Sent: Monday, April 17, 2006 9:24 PM

To: Utilities Div - Mailbox

Subject: Proposed rate hike for Far West Water and Sewer Co.

RECEIVED
APR 20 P 4: 38
CORP COMMISSION
DOCUMENT CONTROL

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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 Ranshausen



End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/19/06 I contacted Ms. Ranshausen and informed her that the e-mail had been received. I informed her that her opinion was noted and filed in Docket SW-03478A-05-0801.

End of Comments

Date Completed: 4/19/2006

Opinion No. 2006 - 51238
