



ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 74915

Date: 1/27/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Denver Last: Wheeler

Account Name: Denver Wheeler

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Yuma

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: [REDACTED]

RECEIVED
2009 JAN 28 11:09
AZ CORPORATION COMMISSION
DOCKET CONTROL

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Arizona Corporation Commission

Contact Name: [REDACTED]

DOCKETED

Contact Phone: [REDACTED]

Nature of Complaint:

JAN 28 2009

OPINION OPPOSED:

DOCKETED BY [Signature]

RE: Docket No. WS-03478A-08-0608

Customer is opposed to Far West Water's request for an increase in rates.

Per customer, Far West Water & Sewer has had many issues involving cases where sewage has spilled out of manhole covers in the street. The customer explained that the area where he resides has a strong sewer order. In addition, the company has been caught many times dumping raw sewage out on 40th St. in the Foothill area. Many of the customer's neighbors have reported these issues to ADEQ, although there has never been anything done to address this issue.

Customer explained that about two years ago Far West Water sent residents in this community letters stating that they would only be required to pay a \$5.00 monthly fee since they were winter customers. Now the company bills a monthly charge to all customers every month, including those customers who reside there during winter months only.

Customer does not feel that winter customers should be responsible for paying a monthly charge since they are not benefiting from the service. Per customer, 95% of the residents in Vista de Sol area are winter customers.

Customer is opposed to any increase in rates for Far West Water and does not believe that the customer should be required to pay for the bad management and lawsuit that has been filed against the company.

It is not the fault of the customers that the system was overbuilt it is the fault of the company therefore Far West is the only party whom should be held responsible for their bad management decisions.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

n/a

End of Response

Investigator's Comments and Disposition:

Explained to the customer that if he is concerned or becomes aware of bad order in his area, raw sewage coming out of manholes or sewage being dumped he must report these issues to ADEQ for investigation. Further explained to the customer, a opinion will be filed on his behalf to be made part of the record.

Advised the customer that his opinion will be taken into consideration before a decision is rendered in this matter. Customer appreciates staff's time and assistance. CLOSED

End of Comments

Date Completed: 1/27/2009

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