

WS-03478A-08-0454



0000093144

**ORIGINAL**

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 74706

Date: 1/20/2009

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

Complaint By: First: Michael G Last: Moore

Account Name: Michael G Moore

Home: [REDACTED]

Street: [REDACTED]

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: Roxanne Fiddes

Contact Phone: (928) 342-1238

**Nature of Complaint:**

1/20/09 My wife and I own a lot at [REDACTED] We are on a fixed retirement income and if this proposed rate increase is approved will will not be able to build our house on this lot. A rate increase of 214.8% is pure greed. We only received a 5.8% increase in our Social Security, and having to pay \$74.32 per month for two people is not acceptable, that would be at least three times the price of water we use and at least half of that is for irrigation. I wonder if they are trying to quickly make back the monies they were fined for illegal discharging in their sewer water. Please do not allow this proposed rate increase to be approved!!!!!!!!!!!!

Sincerely,  
Mike & Cindy Moore  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/20/09 Emailed response.

Michael G Moore

Arizona Corporation Commission

**DOCKETED**

JAN 28 2009

DOCKETED BY [Signature]

AZ CORP COMMISSION  
DOCKET CONTROL

2009 JAN 28 11:09

**RECEIVED**

Your email regarding the Far West Water & Sewer, Inc. ("Far West") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed: 1/20/2009**

**Opinion No. 2009 - 74706**

---



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/20/09 Emailed response.

Dear Mr. Stephen P Cross

Your email regarding the Far West Water & Sewer, Inc. ("Far West") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the <Abbreviated Company Name> application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed: 1/20/2009**

**Opinion No. 2009 - 74699**

---

WS-03478A-08-0454

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 74701

Date: 1/20/2009

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

First:

Last:

Complaint By: James E

Roberts Jr

Account Name: James E Roberts Jr

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Yuma

CBR: [REDACTED]

State: AZ Zip: 85367

is: E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: Roxanne Fiddes

Contact Phone: (928) 342-1238

Nature of Complaint:

1/20/09

Dear Sir / Madam,

I have never responded to one of these "public comment" requests before and almost threw the notice out thinking that it was just a standard increase. However, in reading it I was shocked at the increase they are proposing. It is either greed or just poor business management that any company would have to request tripling the costs of their services.

Please do the right thing and deny the rate increase. If Far West can not afford to continue doing business, allow another company to bid on taking over their operation. The City of Yuma already provides a service that is less than a mile away from our home. I would hardly think they are proposing a similar request and likely run their organization in a cost effective and efficient manner. Thank you kindly for your time.

James E. Roberts, Jr.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

1/20/09 Emailed response.

James E Roberts Jr

Your email regarding the Far West Water & Sewer, Inc. ("Far West") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the <Abbreviated Company Name> application.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed: 1/20/2009**

**Opinion No. 2009 - 74701**

---

WS.03478A.08.0454

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 74775

Date: 1/22/2009

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

First:

Last:

Complaint By:

William

Lyon

Account Name:

William Lyon

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Yuma

CBR:

[REDACTED]

State:

AZ

Zip:

[REDACTED]

is: Cellular

Utility Company:

Far West Water & Sewer, Inc.

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

(Docket No. WS-03478A-08-0454)

Arizona Corporation Commission  
Consumer Services Section  
1200 West Washington

Re: Docket No. W(S) 03478A-08-0454

To Whom it may Concern:

This letter is sent to comment on the proposed Sewer Charge increase that was requested by Far West Water and Sewer Company. The request is for 214.8% increase phased in over a three year period.

I feel this increase is proposed for the expansion of Sewer facilities to handle the increased development of the Foothills area of Yuma. Our develop costs were added to the price of the property we purchased and I feel that all additional development should be paid for in the same manner. This proposal puts additional financial burden on existing customers. I have no problem with a small maintenance increase % to cover our existing system and as lots develop in our area, building fees should reflect monies for expansion of the Sewer System to handle the increase of waste.

I now turn off my water when I leave Arizona for the summer months but I pay my constant sewer fee when I re-connect in the fall. I feel this charge is not fair but could be used to handle part of the maintenance costs.

Please, IF, you grant an increase, make the % a realistic one. Thanks you for your time and consideration.

William Lyon  
[REDACTED]

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

---

Yuma, AZ & [REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

na  
\*End of Response\*

**Investigator's Comments and Disposition:**

1/22

I called customer @ 1507 hours. I told customer that we are in receipt of his correspondence and that we will enter his Opinion into our database for the record and have his correspondence docketed so that the Commissioners may have an opportunity to read his concerns before rendering their decision. FILE CLOSED.  
\*\*\*\*\*

I emailed this OPINION to Guadalupe Ortiz @ ACC Phoenix Office to have this docketed towards Far West Water & Sewer, Inc. Docket No. W(S)-03478A-08-0454. File closed.  
\*End of Comments\*

**Date Completed: 1/22/2009**

**Opinion No. 2009 - 74775**

---

WS.03478A.08.0454

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 74852

Date: 1/23/2009

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

Complaint By: First: Thomas C. Last: Ries

Account Name: Thomas C. Ries

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Yuma

CBR: [REDACTED]

State: AZ Zip: 85367

is: E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Far West Water has increased their sewer rates consistently since I have owned my home in Yuma . 5 years ago they began to bill winter visitors for all the months they were not in attendance, upon their return. I live in Yuma for 6 months a year. When I returned in November I was billed for the 6 months I was gone for which I have not used one drop of water or created any sewage. My first bill from them this December was a whopping \$243.00! All the winter visitors are on fixed incomes and this creates a hardship for many and was a windfall for Far West Water.

If they receive their requested MY FIRST BILL NEXT YEAR WILL BE OVER \$400 DOLLARS. This a ridiculous increase for a service for which I have no choice. I can't just choose another sewer company.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I emailed customer the following response:

RE: Far West Water and Sewer, Inc.

Dear Mr. Thomas C. Ries:

Your email dated January 18, 2009 regarding the Far West Water and Sewer, Inc. rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Far West Water and Sewer, Inc. rate case.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at 520-628-6556.

Thank you,

Richard Martinez  
Public Utilities Consumer Analyst II  
Arizona Corporation Commission  
Utilities Division  
(520) 628-6556  
\*End of Comments\*

**Date Completed: 1/23/2009**

**Opinion No. 2009 - 74852**

---

WS-03478A-08-0454

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 74997

Date: 1/28/2009

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

Complaint By: First: Elinor Last: Dunning

Account Name: Elinor Dunning

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: Roxanne Fiddes

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\* WS-03478A-08-0454 \*\*\*\*\*

Customer called to express her opposition to the proposed rate increase. Customer says she is not opposed to a smaller rate increase but feels the proposed increase is out of line with the current economy.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I thanked customer for calling to let the Commission know her thoughts in this matter and advised that her comments would be filed with the docket in this case and all the Commissioners would have the opportunity to review her comments.

She thanked me for talking with her and providing information about the rate case process.

\*End of Comments\*

Date Completed: 1/28/2009

Opinion No. 2009 - 74997

WS  
03478A-08-0454

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (909) 542-8888

Fax: (909) 542-8188

Priority: Respond Within Five Days

Opinion No. 2009 - 74956

Date: 1/27/2009

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

Complaint By: First: Betty Last: Argumedo

Account Name: Betty Argumedo

Home: (909) 542-8888

Street: 12251 E 59th Dr

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [Redacted]

Contact Phone: (909) 542-8888

Nature of Complaint:

Docket No. WS 03478A-08-0454  
Jan 26-2009

Argumedo, Betty  
12251 E 59th Dr  
Yuma, AZ 85367

Phone: (909) 542-8888  
Email: [Redacted]

Docket you wish to comment on: Sewer rate increase  
Docket Number: WS-03478A-08-0454  
Case or Utility Name: Far West Water & Sewer, Inc  
Position on Docket: Other

This is so outrageous increase. Were only here 7 months out of the year. We're overcharged now. Even a little bit is too much considering the times, all my neighbors feel the same way.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and explained docket process.  
\*End of Comments\*

Date Completed: 1/27/2009

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Opinion No. 2009 - 74956

---

1

2

3

4

5

6

300  
WS 03478A-08-0454

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED] 6

Fax: (6 [REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 - 74957

Date: 1/27/2009

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

Complaint By: First: Bill Last: Burgan

Account Name: Bill Burgan

Home: [REDACTED]

Street: [REDACTED]

Work:

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:

Docket No. WS 03478A-08-0454  
01-26-09

Bill Burgan  
[REDACTED]

Phone: [REDACTED] 7  
Email: [REDACTED]

Docket you wish to comment on: Sewer Rate Increase  
Docket Number: WS-03478A-08-0454  
Case or Utility Name: Far West Water & Sewer, Inc.  
Position on Docket:

We are on a fixed income & live in Yuma, AZ full time, therefore, the outrageous amount Far West Water wants to raise the sewer charge doesn't even make sense. We haven't talked to anyone in the foothills that feel the raise they want is fair. The people that have homes here for only 4 to 6 months each year and have to pay that high a rate for all year will think twice about keeping their places here. Let's be reasonable & lower that a lot.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and explained docket process.  
\*End of Comments\*

P240-30-ARCP80 05.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Date Completed: 1/27/2009

Opinion No. 2009 - 74957

Complainant:

Utility:

Address:

City:

State:

~~03478A-08-0454~~  
WS

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (909) 512-0100

Fax: (909) 512-0100

Priority: Respond Within Five Days

Opinion No. 2009 - 74958

Date: 1/27/2009

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

Complaint By: First: Jerry Last: Ford

Account Name: Jerry Ford

Home: (909) 512-0100

Street: [REDACTED]

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: (909) 512-1200

Nature of Complaint:

Docket No. WS 03478A-08-0454  
01-26-09

Jerry Ford  
[REDACTED] Dr  
Yuma, AZ 85367

Phone: [REDACTED]

Docket you wish to comment on: Sewer Rate Increase  
Docket Number: WS-03478A-08-0454  
Case or Utility Name: Far West Water & Sewer, Inc.  
Position on Docket: Con

Far West Water and Sewer Dept needs to get its money for its sewage project from the Government. Not from the poor people of Yuma AZ! We are paying Far West Sewage for 6 of use while we live in another state witch is unfair.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and explained docket process.  
\*End of Comments\*

Date Completed: 1/27/2009

2009-74958-00

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Opinion No. 2009 - 74958

---

.....

.....

.....

.....

.....

.....

WS-  
03478A-08-0454

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (909) 942-8836

Fax: (909) 942-8836

Priority: Respond Within Five Days

Opinion No. 2009 - 74959

Date: 1/27/2009

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

Complaint By: First: Lawrence D Last: Worland

Account Name: Lawrence D. Worland

Home: (909) 942-8836

Street: 11200 G Ave #105 #1007

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: (909) 942-8836

Nature of Complaint:

Docket No. WS 03478A-08-0454  
1/26/2009

Lawrence D. Worland  
[REDACTED]  
Yuma, AZ 85367-6652

Phone: (909) 942-8836  
Email: LLWORLAND@msn.com

Docket you wish to comment on: Far West Water & Sewer rate hike  
Docket Number: WS-03478A-08-0454  
Case or Utility Name: Far West Water & Sewer  
Position on Docket: Con

1. This rate hike increase is way out of line even with today's inflation and unfair.
  2. The upgrades to the sewer system is for developers (free of charge) paid for by present Far West customers. Two cases in point: developers cannot build at this time in portions of Mesa Del Sol Golf Course and Las Barrancas Gold Course (including a new club house) because they cannot hook up to the sewer system. Developers should have to pay for the hook ups and pass them onto the buyers.
  3. There is a lot of low income people, and unemployed people on the East side of Yuma who can not even afford a little increase in their rates.
  4. I am one of the many winter visitors who only stay 4 or 5 months a year, but pay all year round without complaint. Will I still have to do this after the rates go from \$21.75 a month to \$74.32 (\$260.88 a year to \$891.94)? This is a 292.486% increase.
- \*End of Complaint\*

Utilities' Response:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Investigator's Comments and Disposition:**

Called consumer and confirmed receipt of opinion and explained docket process.  
\*End of Comments\*

**Date Completed:** 1/27/2009

**Opinion No.** 2009 - 74959

---

~~WS~~ 03478A-08-0454  
WS-

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0000

Fax: (602) 542-0100

Priority: Respond Within Five Days

Opinion No. 2009 - 74955

Date: 1/27/2009

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

Complaint By: First: Wm Rodney Last: Bush

Account Name: Wm Rodney & Annette Bush

Home: (602) 542-0000

Street: [REDACTED]

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: (602) 542-1000

Nature of Complaint:

Docket No. WS 03478A-08-0454

Wm Rodney & Annette Bush

[REDACTED]

Yuma, AZ 85367

Phone: 9 [REDACTED]

Docket you wish to comment on: Sewer Rate Increase  
Docket Number: WS-03478A-08-0454  
Case or Utility Name: Far West Water & Sewer, Inc.  
Position on Docket: con

Both of us are protesting the sewer rate increase. We reside in Yuma year round. We are retired and live on a fixed income. We feel 150% raise is excessive when we only got the Social Security increase this year. These are hard times for us.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and explained docket process.

\*End of Comments\*

Date Completed: 1/27/2009

2009-74955-01

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Opinion No. 2009 - 74955

---

~~WS~~ 03478A-08-0454  
WS-

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 540-9996

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2009 - 74954

Date: 1/27/2009

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

Complaint By: First: Richard Last: Hansen

Account Name: Richard/Francene/Patricia Hansen

Home: [REDACTED]

Street: [REDACTED]

Work:

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:

Docket No. WS 03478A-08-0454

1/27/09

Richard/Francene/Patricia Hansen

[REDACTED]

Phone: (602) 540-9996

Alternate Phone: (602) [REDACTED]

Email: [REDACTED]

Name of Utility Co.: Far West Water & Sewer

Name on Bill: Richard Hansen

Account Number: 0000029429 & 0000034258

Company Contacted: Yes

Too much at one time. How about the new accounts paying more to hook up? The builders/developers should be including this rate hike in their costs.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and explained docket process.

\*End of Comments\*

9278 .40 - 287460 110

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Date Completed: 1/27/2009

Opinion No. 2009 - 74954

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM  
DATE: 1/27/2009  
OPINION NO. 2009 - 74954

WS-03478A-08-0454

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 74913

Date: 1/27/2009

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

First:

Last:

Complaint By: Dorothy Ann

Reid

Account Name: Dorothy Ann Reid

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:

(Docket No. WS-03478A-08-0454)

Received the following correspondence:

I object to this increase. It's completely out of line. A large percentage of Far West's customer base is seasonal. They do not allow us to put our sewer accounts on "vacation" while gone...they collect year round even though we are here only 6 mos out of the year. With the increase they seek we will be paying approx \$900 a year just for sewer service. That amount is approximately 75% of what we pay for property taxes!!!

The owners of Far West Water & Sewer are also the owners of H&S Developers who have been allowed to expand/develop large housing developments w/o planning ahead for the increase in the use of the utilities. I've attended their open houses which are lavishly decorated and the relative tending the property simply states "we love to spend money." Now they want us to bail them out..sorry, but our money is busy bailing out the national banks, insurance and auto companies! We should not be having to pay these ridiculously high fees simply because Far West Water has poorly managed their company. This increase will only serve to force us out of this area and/or away from this utility company customer base. We are (as are a large number of their customers) retirees on limited incomes. Simply put, we cannot afford this increase!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

1/27

I called customer to acknowledge the fact that we received her Opinion against the proposed rate increase by Far West Water and Sewer Co. I told customer that her Opinion would be entered into our database for the record and that her Opinion would be docketed so that the Commissioners would have an opportunity to read her concerns. FILE CLOSED.

\*\*\*\*\*

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Far West Water & Sewer, Inc. Docket No. WS-03478A-08-0454.

\*End of Comments\*

Date Completed: 1/27/2009

Opinion No. 2009 - 74913

---

03478A-08-0454  
WS-  
**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton

**Phone:** (602) 612-6666

**Fax:** (602) 512-2111

**Priority:** Respond Within Five Days

**Opinion No.** 2009 - 74952

**Date:** 1/27/2009

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

**Complaint By:** **First:** George **Last:** Chattin

**Account Name:** George & Pam Chattin

**Home:** (910) 997-5509

**Street:** [REDACTED]

**Work:**

**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:**

Docket No. WS 03478A-08-0454

1/25/2009

George & Pam Chattin

Phone: (910) 997-5509

Email: [REDACTED]

Docket you wish to comment on: 200% rate increase

Docket Number: WS-03478A-08-0454

Case or Utility Name: Far West Water & Sewer Company

Position on Docket: Con

Rate increases are normally expected at a reasonable rate. The proposal the Far West Water has submitted is extremely outrageous. In the current economic situation, many of us are having too pinch pennies in order to make end meet. At a time like this, it seems that Far West might need to pinch a little also instead of attempting to solve their money challenges by raising their rates to an extreme level. A single digit rate increase seems more appropriate from a consumer point of view. Thank you for your consideration on this matter.

Pam Chattin

George Chattin

\*End of Complaint\*

**Utilities' Response:**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

**Investigator's Comments and Disposition:**

Called consumer and confirmed receipt of opinion and explained docket process.  
\*End of Comments\*

**Date Completed:** 1/27/2009

**Opinion No.** 2009 - 74952

---

[Faint, illegible text and markings scattered across the page, likely bleed-through or scanning artifacts.]

~~WS~~ WS 03478A-08-0454

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: (602) 519-9199

Priority: Respond Within Five Days

Opinion No. 2009 - 74960

Date: 1/27/2009

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

Complaint By: First: James Last: Fraley

Account Name: James & Ann Fraley

Home: [REDACTED]

Street: [REDACTED]

Work:

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:

Docket No. WS 03478A-08-0454  
1/26/2009

1-26-09

James & Ann Fraley  
[REDACTED]  
Yuma, AZ 85367

Phone: [REDACTED]

Docket you wish to comment on: Sewer rate increase  
Docket Number: WS-03478A-08-0454  
Case or Utility Name: Far West Water & Sewer, Inc.  
Position on Docket: Con

We do not feel that this proposed rate increase may be justified. A small increase may be justified, but that must be proved. There are many circumstances that need to be taken into account, that affect this decision.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and explained docket process.  
\*End of Comments\*