

WS-03478A-08-0454



0000093310

ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75103

Date: 1/30/2009

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

Complaint By: First: Wilda Last: Knudson

Account Name: Wilda Knudson Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Yuma CBR: [REDACTED]

State: AZ Zip: 85365 is: [REDACTED]

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

1/29 Docket No. 03478A-08-0454  
Customer is opposed to any rate increase. She believes the company should borrow the money needed and allow the customers to pay over a long period of time versus the high increase so the company can pay off the money in 3 yrs. She also has issues with the fact that 4 mos out of the year they are not at the location but are still required to pay for sewer. They and their neighbors are paying over \$1000.00 a year for water and sewer.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

1/29  
Advised customer that her comments would be filed in Docket Control to be made a part of the case and that Commissioners would have the opportunity to view received comments before a decision is rendered.  
\*End of Comments\*

Date Completed: 1/30/2009

Opinion No. 2009 - 75103

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Arizona Corporation Commission

DOCKETED

FEB 04 2009

2009 FEB -4 11:45

RECEIVED

DOCKETED BY [Signature]

WS. 03478A. 08. 0454

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 74810

Date: 1/23/2009

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

Complaint By: First: Jim Last: Unknown

Account Name: [REDACTED] Home: [REDACTED]

Street: n/a Work:

City: n/a CBR:

State: AZ Zip: n/a is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

1/22

Caller states he can't comprehend why the company should receive such a large increase (200%) from the ratepayers. He feels this will force people to move from the area. Those living in the foothills are on small pensions and social security allotments and feels the ratepayers should not absorb the cost of federal mandates or fines levied on the company.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

1/22

Advised caller that his comments and opinions would be made a part of the case and be able to be viewed by the Commissioners before a decision is rendered.

\*End of Comments\*

Date Completed: 1/23/2009

Opinion No. 2009 - 74810

WS. 03478A. 08.0454

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      75201

Date: 2/2/2009

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

Complaint By:      First:      Last:  
Bob and Rita      Bob and Rita      Gravelle

Account Name: Bob and Rita Gravelle

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:

1/30  
1-27-09

Ref: Far West Increase

This is outrageous!!! We strongly oppose this increase. People o a fixed income, will be moving out of the foothills.

FAR WEST SHAME ON YOU!

Like everyone else, get the government to bail you out.

Two Unhappy Customers  
Bob & Rita Gravelle

[REDACTED]  
Yuma, AZ 85367

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

1/30  
February 3, 2009

RE: FAR WEST WATER & SEWER CO.

Dear Mr. & Ms. Gravelle:

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

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Your letter regarding the Far West Water & Sewer Co. ("FWWSC") 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 FWWSC 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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Trish Meeter  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 2/3/2009**

**Opinion No. 2009 - 75201**

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

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**Investigator's Comments and Disposition:**

1/30

Contacted customer and advised that comments would be made a part of the record and be available to Commissioners before a decision is rendered in the case.

\*End of Comments\*

**Date Completed: 2/2/2009**

**Opinion No. 2009 - 75202**

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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1/30

Left voice message with customer to acknowledge receipt of comments and advised they would be docketed and made a part of the case and be available for review by Commissioners before a decision is rendered. Advised that if concerns are with the Quality of Water (smell) he should contact DEQ. Provided the number for DEQ.

\*End of Comments\*

**Date Completed: 2/2/2009**

**Opinion No. 2009 - 75192**

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WS. 03478A.08.0454

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75191

Date: 2/2/2009

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

Complaint By: First: Terry Last: Burdick

Account Name: Burdick

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:

1/30  
Jan 28, 2009

Terry Burdick  
[REDACTED]  
Yuma, AZ 85367

Phone: [REDACTED]  
Email:

Name of Utility Co.: Far West Water & Sewer Inc  
Name on Bill: Terry Burdick  
Account Number: 0000024239  
Company Contacted: Yes

Requested Rate Increase is to Great  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

1/30  
Left voice message with customer to acknowledge receipt of comments and advised they would be docketed and made a part of the case and be available for review by Commissioners before a decision is rendered.  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 2/2/2009

Opinion No. 2009 - 75191

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      75193

Date: 2/2/2009

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

Complaint By:      First: Anita      Last: Smith

Account Name: Anita Smith      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:

1/30  
1-27-09

Anita I. Smith  
[REDACTED]  
Yuma, AZ 85367

Phone: [REDACTED]

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

My fixed income from Social Security would in no way receive pay increases of up to 200% over the next three years.  
I find the hike in cost to me outrageous.

A.S.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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1/30

Left voice message with customer to acknowledge receipt of comments and advised they would be docketed and made a part of the case and be available for review by Commissioners before a decision is rendered.

\*End of Comments\*

Date Completed: 2/2/2009

Opinion No. 2009 - 75193

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WS-03478A-08-0454

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 75200

Date: 2/2/2009

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By: Richard & Jane James McClintock

Account Name: Richard & Jane McClintock

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:

1/30

1/28/09

Richard & Jane McClintock

[REDACTED]  
Yuma, AZ

Phone: [REDACTED]

Docket you wish to comment on: Sewer Rate Increase

Case or Utility Co.: Far West Water & Sewer, Inc.

Docket Number: WS-03478A-08-0454

Position on Docket: Con

This proposed increase is exorbitant and should not be approved with such a huge increase in sewer rates. I feel that more competent management would make an increase of this magnitude unnecessary and Far West Water & Sewer could still function with adequate maintenance upgrades and money for projects in into the future. Also, we use water for our yard that never goes into the sewer and so do a lot of our neighbors. I cannot see the need for an increase of over 300%, except GREED..

I would also like to note that six months of the year we are out of town and do not use any sewer, as are about 70% of homeowners in the Foothills, but we pay the full sewer rate every month even though we are not using the sewer.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

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1/30

Left voice message with customer to acknowledge receipt of comments and advised they would be docketed and made a part of the case and be available for review by Commissioners before a decision is rendered.

\*End of Comments\*

**Date Completed: 2/2/2009**

**Opinion No. 2009 - 75200**

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WS-03478A-08-0454

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75197

Date: 2/2/2009

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

Complaint By: First: Davy Last: Hermans

Account Name: Davy Hermans

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:

1/30  
1/28/2009

David A. Hermans

[REDACTED]  
Yuma, AZ 85367

Phone: [REDACTED]

Email: [REDACTED]

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

In reference to the above Docket, I would like to go on record as against this proposal. In the current environment today it is absolutely absurd to levy a 200% increase on sewer rates for the using community. How does this proposal compare with cities around the U.S.A.? Most of the people in the foothills of Yuma that are customers of Far West Water and Sewer believe that this rate increase is a little too much to imagine given the conditions by which it was proposed. True, Far West Water and Sewer needs to upgrade and increase their treatment facilities but, that is not the fault of current homeowners and businesses. Also, they must not hold their customers hostage for their Mismanagement of maintenance of current and development of new facilities. It is bad enough that we have to pay year round for use when most of us are Winter visitors and reside here from 5-7 months. Someone needs to be held accountable for the actions of this Company and the way they do business. The other thing that gets my ire up is that most of the hearings and changes occur after the Winter Visitors (i.e. Home and Property owners) have gone to their home States. Something is wrong with this picture. I would expect that the Arizona Corporation Commission will take a long look at this proposal before granting any increase of this nature.

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

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/30

Left voice message with customer to acknowledge receipt of comments and advised they would be docketed and made a part of the case and be available for review by Commissioners before a decision is rendered.

\*End of Comments\*

**Date Completed: 2/2/2009**

**Opinion No. 2009 - 75197**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 2/2/2009

Opinion No. 2009 - 75199

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

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/30

Left voice message with customer to acknowledge receipt of comments and advised they would be docketed and made a part of the case and be available for review by Commissioners before a decision is rendered.

\*End of Comments\*

**Date Completed: 2/2/2009**

**Opinion No. 2009 - 75198**

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