

WS-03478A-08-0454

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT **RECEIVED**

4700

Investigator: Deb Reagan

Phone: [REDACTED] 30 P U: Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2009 74816

Date: 1/23/2009

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

Complaint By: First: Sandra Last: Brown

Account Name: Sandra Brown 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 *****

Arizona Corporation Commission
DOCKETED

Customer sent the following e-mail -

JAN 30 2009

From: Sandy Brown [mailto:[REDACTED]]
Sent: Thursday, January 22, 2009 12:45 PM
To: Utilities Div - Mailbox
Subject: Far West Sewer Request for Rate Increase

DOCKETED BY [REDACTED] nr

I am writing this to vehemently protest the sewer rate increase currently being requested by Far West Sewer in Yuma, Arizona.

This is outrageous. How can you even begin to seriously entertain allowing an almost 215% increase. The area that will be impacted by this request increase is home to a large number of senior citizens, my husband and myself included, on a fixed income. Our annual COLA increases over 15 years won't even come close to the 214.5% increase they are requesting.

If they cannot keep up with expanding services without increasing rates to long existing customers then they need to stop expanding or find another source of funding. Or perhaps they need to take a hard look at what they pay their CEOs and owners. The Fat Cats need to go on a diet just like the rest of us.

You keep allowing APS to increase their rates until it is all we can do to keep up and now all the other utilities want an even bigger piece of the pie. Enough already. Groceries and fuel have risen dramatically to the point that dinner out at a fast food joint is even impossible. Stop this madness.

Sandra Brown
[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Yuma, AZ 85367
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Ms. Brown -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Far West Water and Sewer Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's 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 at [REDACTED]

Deb Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 1/29/2009

Opinion No. 2009 - 74816
