

ORIGINAL

COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
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BOB STUMP



0000093594

ARIZONA CORPORATION COMMISSION

February 6, 2009

To: Docket Control

RE: Far West Water & Sewer, Inc. - Customer Comments
Docket No. WS-03478A-08-0454

Please docket the attached 35 customer comments in response to the above filed rate case.

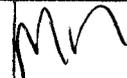
Customer comments can be reviewed in E-docket under these docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

FEB 06 2009

DOCKETED BY	
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RECEIVED
2009 FEB -6 P 4:47
AZ CORP COMMISSION
DOCKET CONTROL

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator's Comments and Disposition:

2/6/09 I spoke with Mr. Bowers and advised him that their letter 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 Far West application. CLOSED.
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75463

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 - 75467 Date: 2/6/2009

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

Complaint By: First: James Last: Sinsel

Account Name: James & Patricia Sinsel Home: [REDACTED]

Street: [REDACTED] Work: (000) 000-0000

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:

James & Patricia
[REDACTED]
[REDACTED]

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

As a property owner, of the above listed address, I'm writing you pertaining to the above docket no. This is a public comment I am stating against the Far West Water & Sewer Company. It has been known in the Foothills area that Far West Water & Sewer has had several sewer problems. Instead of fixing the various problems. We feel they are placing their financial problems on the people who already own property by increasing their revenue on sewer rates by an extraordinary rate. It is about time someone listens to the people.

I hereby request the Commission consider & fully investigate the desires of landowners in the foothills area.

Thanking you in advance for considering this matter.

James & Patricia Sinsel
[REDACTED]
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

2/6/09 I spoke with Ms. Sinsel and advised her that her letter regarding the Far West Water & Sewer Company ("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 Far West application. She appreciate the call and information provided to her. CLOSED.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75467

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 - 75466

Date: 2/6/2009

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

Complaint By: First: William m Last: Englehart

Account Name: William m Englehart

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

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:

2/3/2009

William M Englehart

Docket you wish to comment on: Rate Application of Far West Water & Sewer
Docket Number: WS-03478A-08-0454
Position on Docket: Con

This proposal is outrageous, I've never seen such a ridiculous increase in my life. This will alienate people from coming to this area, and very probably force some of us winter visitors, of whom there are many, to consider leaving.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/6/09 I advised Mr. Englehart that his letter regarding the Far West Water & Sewer Company ("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 Far West application. CLOSED

End of Comments

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Date Completed: 2/6/2009

Opinion No. 2009 - 75466

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2/6/09 I spoke with Mr. Gilmore and advised him that his letter regarding the Far West Water & Sewer Company ("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 Far West application. CLOSED.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75468

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/6/09 I spoke with Ms. Hayes and advised her that the letter regarding the Far West Water & Sewer Company ("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 Far West application. She appreciated the call and information provided to her. CLOSED.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75471

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2/6/09 I spoke with Mr. Boothe and advised him that his letter regarding the Far West Water & Sewer Company ("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 Far West application. He appreciated the call. CLOSED.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75472

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2009 - 75473

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 - 75475

Date: 2/6/2009

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

Complaint By: First: Tony Last: Smith

Account Name: Tony & Carolyn Smith

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

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:

2/2/09

Tony & Carolyn Smith
[REDACTED]

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

Rates should not go up because at least half of the residents have no sewer use during the summer (leave the area) but pay for all year.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/6/09 I left a detailed voice mail message for Mr. Tony Smith. I advised him that his letter regarding the Far West Water & Sewer Company ("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 Far West application. CLOSED.

End of Comments

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Date Completed: 2/6/2009

Opinion No. 2009 - 75475

WS-07478A-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75478

Date: 2/6/2009

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

Complaint By: First: Sal Last: Piazza

Account Name: Sal Piazza

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

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:

Arizona Corporation Commission
Public Comment Form
Continuation Page

We are against the 200% increase in sewer rates. We feel any rate increase would be too much considering we are winter residents for 6 months and when we leave they still charge us a monthly fee, with water turned off. As there is no water going into sewer, that would mean, NO processing, so where does that money go?? We feel for people with a modest income that come down here to enjoy your state and sunshine. This is quite expensive. In our case this will be more than our taxes. To go one step farther, how about our property values? who is going to buy property with this albatross tied to it?? We have already taken a hit on our property values with the financial slow down. I hope the Commission will look into Far West Water & Sewer management. We have only been property owners her for 3 years, but have certainly heard unfavorable stories about Far West.

Thank You for taking our comments,

Sal & Suzie Piazza
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/6/09 I spoke with Mr. Piazza and advised him that his letter regarding the Far West Water & Sewer Company ("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 Far West application. Mr. Piazza appreciated the call and information.
CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/6/2009

Opinion No. 2009 - 75478

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75482

Date: 2/6/2009

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

Complaint By: First: D. Patrick Last: O'Connell

Account Name: D. Patrick O'Connell

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

2-3-09

D. Patrick O'Connell

[REDACTED]
Yuma, AZ 85367

[REDACTED]
[REDACTED]

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

I totally understand that prices need to be adjusted to keep up with inflation etc. But Far West is planning to increase their rates better than 200 percent. This type of increase, if allowed, will not only cut back the winter visitors but, those of us who own property will be looking to sell.
The other issue I have is why we are charged for sewer service during the summer months when we do not use the system.
I hope that the Arizona Corporation Commission will not allow Far West Water go through with their proposed action as parentally planned.
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Called consumer to acknowledge receipt of opinion and docketing process.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75482

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75481

Date: 2/6/2009

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

Complaint By: First: James Last: Jensen Sr

Account Name: James Jensen Sr

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

February 1, 2009

Dear Sirs,

I am writing in response to the hearing on the rate application of Far West Water & Sewer Company Docket # WS-03478A-08-0454

We are a retired couple on income from social security with only a 5% increase having much taken out for Medicare and a retirement income only receiving a 2% increase. In addition we have lost 40% of our principle through the stock market this year.

This raise for Far West is asking for is totally out of line with reality. They put themselves in the bind by extending coverage over above what they know was their capacity. Developers should be covering some of this increase if they want to continue to build. We simply cannot afford this increase. Please be reasonable and give them 5-10% only as they already receive higher income with increased customers.

Thank you for your consideration.

Sincerely,
Gary & Nancy Meacham

[REDACTED]
Yuma, AZ 85367
(Homeowners)
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Called consumer to acknowledge receipt of opinion and docketing process.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75481

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2009 - 75479**Date:** 2/6/2009**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:**

Gary

Meacham

Account Name:

Gary & Nancy Meacham

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

2/4/2009

February 1, 2009

Dear Sirs,

I am writing in response to the hearing on the rate application of Far West Water & Sewer Company Docket # WS-03478A-08-0454

We are a retired couple on income from social security with only a 5% increase having much taken out for Medicare and a retirement income only receiving a 2% increase. In addition we have lost 40% of our principle through the stock market this year.

This raise for Far West is asking for is totally out of line with reality. They put themselves in the bind by extending coverage over above what they know was their capacity. Developers should be covering some of this increase if they want to continue to build. We simply cannot afford this increase. Please be reasonable and give them 5-10% only as they already receive higher income with increased customers.

Thank you for your consideration.

Sincerely,

Gary & Nancy Meacham

[REDACTED]
Yuma, AZ 85367

(Homeowners)

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities Response: [REDACTED]

Investigator's Comments and Disposition:

Called consumer to acknowledge receipt of opinion and docketing process.
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75479

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Called consumer to acknowledge receipt of opinion and docketing process.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75477

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2009 - 75444**Date:** 2/6/2009**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** Vernon **Last:** Krislock**Account Name:** Vernon Krislock**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

This whole issue is beyond belief. The area covered is mostly seniors and winter visitors, another (gotcha). By the time a person pays for water and sewer there would be very little left...it would certainly contribute to people leaving the area...

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

called customer to acknowledge receipt of opinion and docketing process.

End of Comments

Date Completed: 2/6/2009**Opinion No.** 2009 - 75444

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2009 - 75447**Date:** 2/6/2009**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** Donald L. **Last:** Lee**Account Name:** Donald L. Lee**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

Regardless of published explanations this proposed rate increase is to pay for new property developments and mismanagement. It is obvious this company has zero regard for the situation the US economy has placed tax payers in. The majority of us are on fixed incomes with no chance of recouping the recent losses to our retirement plans and property values. There is also no chance the government will bail us out. There is no good reason Foothills property owners should bail out Far West Water and Sewer. Reasonable rate increases are necessary but the proposed increase is beyond reason. Forcing property owners to pay twelve months for six months service, with no hearing was criminal. This increase (with hearing in Phoenix in July when winter residents are not present) is unconscionable. It is time to say no to corporate greed. Please do the right thing.
End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

called customer to acknowledge receipt of opinion and docketing process.

End of Comments

Date Completed: 2/6/2009**Opinion No.** 2009 - 75447

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75432

Date: 2/6/2009

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

Complaint By: First: Eugene L Last: Cook

Account Name: Eugene L Cook

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

I am opposed to the proposed rate increase. This increase is totally uncalled for . The increase (if allowed) will cause a increase of more than we pay in property taxes. We are winter visitors to this great place and would like to continue to come here, but with a rate increase of this much, I fear we will be unable to. In my opinion, all this increase is about is to punish the existing customers and allowing th H&R developers to develop more sub divisions. Thank you

Eugene Cook
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

called customer to acknowledge receipt of opinion and docketing process.
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75432

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75435

Date: 2/6/2009

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

Complaint By: First: Bill Last: Kent

Account Name: Bill and Agnes Kent

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

We had a 9% increase in our sewer bill in 2008. It should not fall on the customers to pay for the owners lack of good business plan domination and/or upgrade their facilities, nor pay for their lawsuits due to negligence. This requested increase of 250% over three years is totally unacceptable. Also, if the state and county were on top of things they would never have allowed this situation to develop.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

called customer to acknowledge receipt of opinion and docketing process.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75435

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2009 - 75437**Date:** 2/6/2009**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** Gene **Last:** Ahrendt**Account Name:** Gene & Bonnie Ahrendt**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

We are two of many senior citizens living in the foothills on a fixed income. In most ares, this would qualify us for a discount on some of our utilities. Since we are already paying for sewer service the six or seven months we are not using it, from a raise imposed on us several years ago, why another one, so unreasonable. Many of our neighbors will be unable to enjoy the winters in the foothills and be forced to look elsewhere for winter homes. Maybe H&S should ask the government to bail them out of their mess, we can't afford it.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

called customer to acknowledge receipt of opinion and docketing process.

End of Comments

Date Completed: 2/6/2009**Opinion No.** 2009 - 75437

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75438

Date: 2/6/2009

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

Complaint By: First: David Last: Rickey

Account Name: David Rickey

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

An increase of nearly 200% is simply outrageous. This along with all other fee or rate increases may force many cash strapped residents to sell or leave the foothills area.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

called customer to acknowledge receipt of opinion and docketing process.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75438

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75439

Date: 2/6/2009

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

Complaint By: First: Anne Last: Ward

Account Name: Anne Ward

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

With these economic hard times, business closing their doors and people losing their jobs, call for suspension of any increase fee at this time.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

called customer to acknowledge receipt of opinion and docketing process.

End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75439

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2009 - 75443**Date:** 2/6/2009**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** Harley **Last:** Keeter**Account Name:** Harley & Joy Keeter**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

The proposed increase sewer service over 3 yrs by 195% is unacceptable. The Foothills is already reeling from the economy and most of the population are winter visitors and on a fixed income. The bulk of us will be force to rethink our options. A granted rate hike can be expected but it needs to be realistic. Most of us in this area are astute seniors who made our living the hard way and understand business and a 195% increase can be absorbed at this time in our life.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

called customer to acknowledge receipt of opinion and docketing process.

End of Comments

Date Completed: 2/6/2009**Opinion No.** 2009 - 75443

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 75398

Date: 2/5/2009

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

Complaint By: **First:** Carl **Last:** Karr

Account Name: Carl Karr

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:

The rate increase requested for sewer services, by Far West Water & Sewer is astronomical! 150 % increase for residential rates (first phase); 195% increase for residential rates (second phase) and an 86% increase for residential rates (third phase).

My residential rates would go from \$21.75 per month to a whopping \$74.32 a month! Currently my monthly rates for water & sewer combined are on the average of \$56.00 per month. At that rate, at the onset of phase three; my monthly rate for sewer & water would be over \$108.00 per month.

My household consists of one person, the rate hike will place a burden on my monthly expenses. What of households that have as many as five or six people? In my opinion, it would be better to put a meter on each household, and charge only what is discharged as sewer.

The City of Yuma does not even charge these proposed outrageous rates for their sewer services.

I would hope that the Commission can see that the owners of Far West Water & Sewer, are way out of line with the proposed rate increase!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called customer to acknowledge receipt of email and advised that comments would be made a part of the record and provided to the commissioners before a decision is rendered in the case.

End of Comments

Date Completed:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2009 - 75398

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 75349

Date: 2/5/2009

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

Complaint By: First: Leonard Last: Thomas

Account Name: Leonard Thomas

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:

2/5

Customer is opposed to any increase in rates. He feels it is bad timing to be asking for such an increase. Any increase will be harder on some people than others. He wanted to express his concerns.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/5

Advised customer that his comments would be made a part of the record and provided to the Commissioners. He thanked me for taking his comments on the matter.

End of Comments

Date Completed: 2/5/2009

Opinion No. 2009 - 75349

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 75348

Date: 2/5/2009

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

First:

Last:

Complaint By: Katherine

Crosby

Account Name: Katherine Crosby

Home: (000) 000-0000

Street: n/a

Work:

City: Yuma

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:

2/4

Caller left voice message with no address or telephone number about her opposition to the proposed increase in rates for Far West Water Co. She states in her v/m that she not only speaks on behalf of herself but for all those in the community who cannot afford such an increase in rates. She hopes this request by the company is seriously looked into by the Commission.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

No contact made with the customer.

End of Comments

Date Completed: 2/5/2009

Opinion No. 2009 - 75348

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 75405

Date: 2/5/2009

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

Complaint By: First: Patricia Last: Tracy

Account Name: Patricia Tracy Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Yuma CBR: [REDACTED]

State: AZ Zip: 85367 is: [REDACTED]

Utility Company: Far West Water & Sewer, Inc.

Division: Water

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

Nature of Complaint:

2/5
2/2/2009

Patricia J. Tacy
[REDACTED]
Yuma, AZ 85367

Phone: [REDACTED]
Email: [REDACTED]

Case or Utility Name: Farwest Water and Sewer
Position on Docket: Con

We are snowbirds in Yuma. Our other home is in Bend, Oregon. We have owned property in Yuma for over 10 years. Up to this point we have been relatively happy with Farwest. Now we understand that they would like to triple our rates. We feel that this is very unfair. As it is, we pay for our sewer 12 months when we are only here less than 6. We can understand that part as they have to keep the system operating for 12 months. But we cannot understand the need for such a large increase. In Oregon we are hooked up to a city sewer system that costs us \$29 a month.

Please consider that a large part of the people on this system are retired people on a fixed income. This would be a hardship on all of us.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Called customer to acknowledge receipt of mail and advised that comments would be made a part of the record and provided to the commissioners before a decision is rendered in the case.

End of Comments

Date Completed: 2/5/2009

Opinion No. 2009 - 75405

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 75404

Date: 2/5/2009

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

Complaint By: **First:** Larry Don **Last:** Lindsey

Account Name: Larry Don Lindsey

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:

2/5
1-29-09

Larry Don Lindsey
[REDACTED]
Yuma, AZ 85367

Phone: [REDACTED]

Docket you wish to comment on: Far West Sewer & Water Co.
Docket Number: WS-03478A-08-4054
Position on Docket: Con

The rate increase is unfair, someone down the line didn't do there homework, permit dept. They know how many lots were here, and they still keep building, so we the people should bail them out. I don't think so. Put the blame on the people that get this mess started. 200% over the next few years, out of the question.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called customer to acknowledge receipt of mail and advised that comments would be made a part of the record and provided to the commissioners before a decision is rendered in the case.
He was surprised to hear from someone and appreciated the call.
End of Comments

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Date Completed: 2/5/2009

Opinion No. 2009 - 75404

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 75401

Date: 2/5/2009

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

Complaint By: First: Jerome Last: Kyle

Account Name: Jerome Kyle Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Yuma CBR: [REDACTED]

State: AZ Zip: 85367 is: [REDACTED]

Utility Company: Far West Water & Sewer, Inc.

Division: Water

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

Nature of Complaint:

2/5
2/4/2009

Jerome A. Kyle
[REDACTED]

Phone: [REDACTED]
Email: [REDACTED]

Docket you wish to comment on: Arizona Corporation
Case or Utility Name: Far West Water
Docket Number: WS-03478A-08-0454
Position on Docket: Con

We are winter visitors and we do own our land here. We have been coming here for the past 5 years and each year there is a increase in something, the winter visitors are what keeps this town going and we put up a lot of money into this economy. So my question is why do you what us to leave this water increase is putting a hard ship on people that are on a fixed income, also the ones that have already lost there jobs. How do you think they will be able to pay for this, I don't mind a small increase but this is OUTRAGES, the Schechert family is already making a lot of money off of all of us, this needs to be stoped. This town will have less winter visitors that keep your economy going.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Called customer to acknowledge receipt of mail and advised that comments would be made a part of the record and provided to the commissioners before a decision is rendered in the case.

End of Comments

Date Completed: 2/5/2009

Opinion No. 2009 - 75401

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 75400

Date: 2/5/2009

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

Complaint By: First: Philip Last: Fraser

Account Name: Philip Fraser

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:

2/5
2/2/2009

Philip D. Fraser

[REDACTED]
Yuma, AZ 85367

Phone: [REDACTED]
Email: [REDACTED]

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

I am totally opposed to this rate hike and in fact believe it to be so ludicrous that the company should actually be penalized for such a request. If the situation is so bad that the company would actually need anywhere near this kind of increase then the company should be abolished and taken over by a public entity.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called customer to acknowledge receipt of mail and advised that comments would be made a part of the record and provided to the commissioners before a decision is rendered in the case.

End of Comments

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Date Completed: 2/5/2009

Opinion No. 2009 - 75400

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 75403

Date: 2/5/2009

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

Complaint By: First: Jean Last: Rummel

Account Name: Jean Rummel

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:

2/5
2/2/09

Jean Rummel
[REDACTED]
Yuma, AZ 85367

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

I do not feel Far West has a good reason to increase Water & Sewer Rates - Increase at a reasonable amount but they are very unreasonable at 74.32 Mo. rate. It will cause a hardship for me (81 years old widow) along with everyone else. This is the highest rate than almost any other place. Along the Coast of Calif where they suffer water shortage it is only 16.45 water & Sewer 21.75. I think Far West is in violation as any place you walk stong sewer smells are present, especially the golf course area. My vote is absolutely NO!
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called customer to acknowledge receipt of mail and advised that comments would be made a part of the record and provided to the commissioners before a decision is rendered in the case.
Advised I would forward her concerns to the company relating to the smells she experiences daily.

See Complaint No. 75410
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/5/2009

Opinion No. 2009 - 75403

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 75260

Date: 2/4/2009

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

Complaint By: **First:** Floyd & Gutta **Last:** Corder

Account Name: Floyd & Gutta Corder & Mr. & Mrs Dennis Pete

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)

Received the following correspondence:

To: Arizona Corporation Commission in Reference to Docket No. WS 08-045 Far West Water & Sewer proposal rate increase, I Floyd B. Corder, Marilyn Corder, Dennis Peterson and Beth Peterson submit the following comments;

It is totally amazing to us that Far West Water & Sewer would have the aducity to propose a 150% one year and a Phase 2 of 195% increase in sewer rates. Who has been managing this company.

How will hundreds of land owners afford an increase of over \$891 dollars a year on a fixed income.

How will landowners who rent their property be able to pass on that rent increase to a renter.

Who would be willing to buy property knowing they would have to pay \$891 & water extra each year.

For those of us who only live in Yuma County for three months a year must pay an extra \$891 for the months we use the sewer. It is bad enough that we cannot discontinue service when it is not being used.

We live in the foothills when there are many homes for sale. If the Commission accepted the proposed increase, many people will move to a cheaper area.

We propose a nominal increase & Far West Water & Sewer bond for the rest of the money they need. Has anyone verified the need and the actual costs required

Sincerely,

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Floyd B Cordner
Gutta M. Cordner
Dennis Peterson
Beth Peterson
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

I called customer and left a voice mail message acknowledging receipt of their correspondence. I told them that their Opinion would be entered into our database for the record. I also told them that their Opinion would be docketed so that the Commissioners will have an opportunity to read their concerns prior to rendering their decision. FILE CLOSED.

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

End of Comments

Date Completed: 2/4/2009

Opinion No. 2009 - 75260

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 75386

Date: 2/5/2009

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

First:

Last:

Complaint By: Wesley J.

Richardson

Account Name: Wesley J. Richardson

Home: [REDACTED]

Street: [REDACTED]

Work:

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:

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

Received the following correspondence:

Charging Winter Visitors for sewer service during the summer months, when the load and maintenance on the system is reduced, is bad enough. The proposed new rate schedule increase is unacceptable. The Arizona Dept. of Environmental Quality should be more concerned about the use of septic tanks then penalizing sewer systems users. The threat of such outrageous fees will have an adverse effect upon the property values of senior citizens.

I strongly urge the Commission to turn down the request of Far West Water &* Sewer Inc.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

I called customers and left a voice mail message on their answering machine. I stated that I would enter their Opinion into our database for the record and that I would have their Opinion docketed so that the Commissioners will have an opportunity to read their concerns prior to rendering their decisions. FILE CLOSED.

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

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0855

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75413

Date: 2/6/2009

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

Complaint By: First: Lester Last: Hunt

Account Name: Lester & Jean Hunt

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

February 3, 2009
Arizona Corporation Commission
Consumer Services Section
1200 W Washington
Phoenix AZ 85007
Re: Docket No. WS-03478A-08-0454

Please note that this letter is in protest of Far West Water & Sewer's application (referenced above) to increase the monthly sewer rate 150 per cent or more!

We own a home in Yuma AZ located at 11322 S Ave. 12E #51 that we reside in for approximately 4 months during the winter. We currently pay \$21.75 monthly for sewer services whether or not we are in residence. However, we are in favor of paying a huge increase and fail to understand the need to charge a sewer fee when one is not using the sewer.

Should you wish to correspond with us regarding this matter, please use our WA State address:

Lester & Jean Hunt
3710 W Canyon Lakes Dr. 0-101
Kennewick WA 99337

Thank you for registering our opposition to this proposal.

Lester & Jean Hunt
Copy: Far West Water & Sewer Company
[REDACTED]

Yuma AZ 85367
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

February 6, 2009

RE: FAR WEST WATER & SEWER, INC.

Dear Water Customer:

Your letter regarding the Far West Water & Sewer ("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 Far West 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,

Bradley G. Morton
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75413

WS 03478A-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 - 75412

Date: 2/6/2009

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

Complaint By: First: Bonnie Last: Frye

Account Name: Bonnie & Stanley Frye

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

February 4, 2009
Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St
Phoenix Az. 85007
Re: FARWEST SEWER HIKE

We as property owners in the Foothills of Yuma and owner & an Rv Lot in the East Foothills, you are going to price us out We won't be able to afford IMng here. We pay now for sewer on yearly basis and only occupy the property approximately 5 to 6 months out of the year.

Your artide in the paper said the rate increase is being driven by the need for facilities. Why in the world do you keep building more complexes if that is the reason? We have ElRancho Encantado being established, also The Ravines, just keep building more and more and we are paying the price. We feel this is a very unfair price to tag onto homeowners.

Hope this will be re-considered or you will no doubt loose a lot of homeowners as you are pricing us out. Thank you for your consideration on the matter.

Bonny & Stanley Frye

[REDACTED]
Yuma, Az. 85367

[REDACTED]
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

February 6, 2009

RE: FAR WEST WATER & SEWER, INC.

Dear Water Customer:

Your letter regarding the Far West Water & Sewer ("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 Far West 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,

Bradley G. Morton
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75412

WS 03478A-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75407

Date: 2/6/2009

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

Complaint By: First: Garry Last: Hareuther

Account Name: Garry Hareuther Home: [REDACTED]

Street: [REDACTED] Work:

City: Yuma CBR:

State: AZ Zip: 85365 is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

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

Nature of Complaint:

Utilities' Response:

Investigator's Comments and Disposition:

February 6, 2009

RE: FAR WEST WATER & SEWER, INC.

Dear Water Customer:

Your letter regarding the Far West Water & Sewer ("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 Far West 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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

☐☐☐☐ Sincerely,

☐☐☐☐ Bradley G. Morton
☐☐☐☐ Consumer Service Specialist
☐☐☐☐ Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75407

WS 03478A-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75411

Date: 2/6/2009

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

Complaint By: First: Clint Last: O'Connor

Account Name: Clint & Judy O'connor

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]

Nature of Complaint:

Docket No WS 03478A-08-0454

Feb 3, 2009
Clint and Judy O'Connor
10183 S. Spring Ave
Yuma, AZ. 85365

As a customer of Far West Warer and Sewer Comapny
Docket No. WS-03478A-08-0454

We would like to object to the requested rate increase preposed by the Far West Warier and Sewer Company. We do not mind a reasonable rate increase, but this propped increase of over 200% in just three years is excessive.

In our neighborhood, many of us live here only a few months of the year. We use the sewer only while we are in Yuma, but we pay for it all year long. There has been no suggestion of lowering the cost of sewer if it is not in use or any other consideration for part time residence.

Please take into consideration that \$4,595,748 a year is a major increase and many of us are on limited incomes.

Thank you for your time,

Clint and Judy O'Connor
[REDACTED]
Yuma, AZ. 85365

A copy of this letter is being sent to all party involved.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

February 6, 2009

RE: FAR WEST WATER & SEWER, INC.

Dear Water Customer:

Your letter regarding the Far West Water & Sewer ("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 Far West 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,

Bradley G. Morton
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75411
