

ORIGINAL

COMMISSIONERS
KRISTIN K. MAYES - Chairman
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0000093620

ARIZONA CORPORATION COMMISSION

February 9, 2009

To: Docket Control

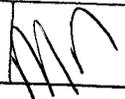
RE: Far West Water & Sewer, Inc. - Customer Comments
Docket No. WS-03478A-08-0454

Please docket the attached 33 customer comments in response to the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED
FEB 10 2009

DOCKETED BY 

AZ CORP COMMISSION
DOCKET CONTROL

2009 FEB 10 A 8:36

RECEIVED

WS-03478A-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75522

Date: 2/9/2009

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

Complaint By: **First:** Jerry **Last:** Ray

Account Name: Jerry Ray

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: n/a

Contact Phone: n/a

Nature of Complaint:

---Original Message---

From: Jerry & Arlyne [mailto:[REDACTED]]
Sent: Saturday, February 07, 2009 7:52 PM
To: Utilities Div - Mailbox
Subject: Docket # WS-03478A-08-0454

YOUR NAME Jerry Ray
DATE: 02/07/2009
ADDRESS, CITY, STATE AND ZIP [REDACTED]
YOUR PHONE NUMBER: [REDACTED]

DOCKET YOU WISH TO COMMENT ON: Far West Sewer Rate increase
DOCKET NUMBER: WS03478A-08-0454

CASE OR UTILITY NAME YOUR POSITION ON THE DOCKET Far West Water & Sewer
PRO CON OTHER CON
YOUR E-MAIL ADDRESS [REDACTED]

ENTER YOUR COMMENTS HERE:

As a property owner and a part time resident I do not understand the rational for this increase asked for by Far West water & Sewer. They are asking the current property owners to foot the bill for their continued building and selling of new homes when the sewer infrastructure is not even adequate for the existing homes. It is reprehensible for them to continue to add homes to the existing sewer system when it is already overtaxed from their failure to maintain the system for the homes already here.

This MASSIVE and uncalled for increase is being asked for to pay off a multi million dollar lawsuit and to allow them to add more homes to an already overloaded system. Instead they should be required to update and

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

MAINTAIN the existing system WITHOUT being allowed to add additional homes and the current rate is more then adequate to accomplish this.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/09 I contacted Mr. Ray and informed him that his opinion had been received and will become part of the permanent docket. I informed him that distribution will be made to Commissioners and staff members assigned to this matter. He informed me that he had also mailed in the same opinion. He appreciated the information.
Closed

Filed in Docket No. WS-03478A-08-0454

End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75522

WS-03478A-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75508

Date: 2/9/2009

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

Complaint By: First: Sherman Last: Bartlett

Account Name: Sherman Bartlett

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:

He couldn't understand why the Company could be asking for such an increase. He would like to have it noted that he has a definite adverse reaction to the proposed increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I provided my name and toll free tel # for the ACC Tucson office expressed thanks for taking the time to express his opinion. I advised his comments would be noted as a permanent record in this rate application. I advised his comments would be considered before a decision is reached in this matter. I also provided a step by step direction on how to access ACC website to view and copy the Company's application.

I e-mailed Carmen Madrid @ ACC Phoenix Office to please have this docketed towards docket no. WS-03478A-08-0454 under Far West Water & Sewer. File closed.

End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75508

WS-03478A-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75488

Date: 2/6/2009

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

First:

Last:

Complaint By: Leo & Dawn

Klotz

Account Name: Leo & Dawn Klotz

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Yuma

CBR:

State: AZ Zip: 85365

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

2-3-09

Dear Sir

Re: Docket No. WS-03478A-08-0454

Far West Water & Sewer Co.
Increase rate application.

This is an unheard of proposal rate increase for sewer. Increase of 241% over 3 years! From \$21.75 in phase there.

We are winter residents. We own our own property and can not afford an increase like this. This fee is charged when we are back home in Minnesota too. This is an every month fee whether we have the water on or off.

We are requesting this rate application be rejected.

Thank you

Leo & Dawn Klotz

[REDACTED]
Yuma, AZ 85365

P.S. All our neighbors agree with us.

Clinton & Viola Bule

[REDACTED]
Yuma, AZ 85365

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Harry R. Groth
[REDACTED]

Yuma, AZ 85365

John & Donna Oldmixon
[REDACTED]

Yuma, AZ 85365

Donna Harmsen
[REDACTED]

Yuma, AZ 85365

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

February 6, 2009

Leo and Daun Klotz
[REDACTED]

Yuma, AZ 85367

RE: FAR WEST WATER AND SEWER, INC.
DOCKET NO. WS-03478A-08-0454

Dear Mr. and Mrs. Klotz,

Your opinion regarding the Far West Water and 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.

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,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/6/2009

Opinion No. 2009 - 75488

W3-03478A-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75533

Date: 2/9/2009

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

First:

Last:

Complaint By: Gail

Carlmark

Account Name: Gail Carlmark

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Yuma

CBR: [REDACTED]

State: AZ Zip: 85365

is: E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Far West Water & Sewer Company presents itself as a viable business, albeit a monopoly.

Well run businesses turn to lending institutions or Venture Capital companies for operating and expansion funds. In the interest of continued growth of the community, they don't hold their customers hostage.

The very presentation of this proposed rate increase lends itself to being secretive. There is no explanation for the proposed increase.

The proposed monthly fees would exceed any residential rate currently in place within a test group of 29 municipalities of these United States; eight (8) of which are from our own desert region.

City State	Population	Population Year	Residential Base Rate	Additional Charges	Effective Date
Gilbert AZ	207,550	2007	\$9.45	\$1.58 per 1000 Gallons	March, 2008
Glendale AZ	225,000	2000	\$7.91	\$2.77 per SUG Avg 8.2	October, 2008
Kingman AZ	27,696	2007	\$9.49	\$1.933 per 1000 Gallons	Feb. 01, 2009
Phoenix AZ	1,552,259	2007	\$28.50		March, 2008
Prescott AZ	42,265	2007	\$10.45	\$2.26 per 1000 Gallons	January, 2009
Sun City AZ	38,309	2000	\$13.69	Flat monthly Fee	Apr. 01, 2008
Sun City West AZ	26,344	2000	\$25.01	Flat monthly Fee	Apr. 01, 2008
Surprise AZ	90,717	2007	\$23.69	Flat monthly Fee	January, 2009
Yuma AZ	88,687	2007	\$21.75	Flat Monthly Fee	
		Proposed Rate Phase 3	\$74.32		

I will attempt to send the file [listing the entire test group] as an attachment along with this comment form.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Many of the companies providing sewers in locations considered "seasonal living" accommodate their seasonal customers. The rates are fashioned around occupancy. There are also senior discount and low income rates readily available. [I am a senior year-rounder]

The magnitude of this proposed rate increase begs the question "Why isn't Far West Water & Sewer turning to the WIFA? [Water Infrastructure Finance Authority of Arizona]. From all appearances this need of Far West Water & Sewer is exactly what the WIFA was commissioned to provide.

In closing; yes along with my neighbors and friends I will say that the proposed rate increase would impose a tremendous hardship on my household. Personally it will, quite literally take food from my mouth.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/09 I tried contacting consumer and there was not answer or voicemail on telephone. I sent the following e-mail to consumer:

February 9, 2009

Gail Carlmark

Yuma, AZ 85367

RE: FAR WEST WATER AND SEWER, INC.
DOCKET NO. WS-03478A-08-0454

Dear Ms. Carlmark:

Your opinion regarding the Far West Water and 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.

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,

☐☐☐☐☐ Carmen Madrid
☐☐☐☐☐ Public Utility Consumer Analyst
☐☐☐☐☐ Utilities Division

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75533

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 75526

Date: 2/9/2009

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

Complaint By: **First:** Don & Judy **Last:** Tice

Account Name: Don & Judy Tice

Home: [REDACTED]

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: (928) 342-1238

Nature of Complaint:

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

Customer sent the following correspondence -

The 214% percent rate increase as being proposed by Far West Water and Sewer is far out of line. We are on a fixed income, no way can we afford these outrageous higher rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Don & Judy -

Your correspondence regarding the Far West Water & 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 Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff'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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75526

S.03478A 08.0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75012

Date: 1/28/2009

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

Complaint By: First: Valerie Last: Olson

Account Name: Valerie Olson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Yuma

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: robi bear [mailto:[REDACTED]]
Sent: Friday, January 23, 2009 9:52 AM
To: Utilities Div - Mailbox
Subject: farwest sewer request

Please find my enclosed comment form.

Val Olson
valmgal@hotmail.com

Docket Number
WS-03478A-08-0454

My husband and I have In the Foothills since 2001. We have never heard of such an increase. We find it to be offensive, disregarding the time's we live in and the timing stinks. Just from newspaper articles, the owners of this company have mismanaged and from employee's who work for thjis company say the owners spend money on themselves when they need to be putting monies into there in fa structure, When they developed the Foothills area they knew most of the population would be winter visitors!!! Under no conditions should this rate be authorized.. If need be our community will rally together and take legal action to stop this insane request! Do the right thing. Deny this request.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I e-mailed the following reply to the consumer @ [REDACTED]

Dear Ms. Olson:

I received your Arizona Corporation Commission Public Comment Form dated January 23, 2009, regarding the proposed rate increase application for Far West Water and Sewer Company ("Company"). I appreciate the time that you have taken to express your comments regarding this matter.

Your letter regarding the Company's rate case has been entered into our database and filed with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commissioners will consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters received from customers will assist the Commission in the 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.

You may call me toll free at 1-800-535-0148 if you have any questions regarding this matter.

Sincerely,

Reg Lopez
Public Utilities Consumer Analyst II
Utilities Division-Tucson Office

1-28 I e-mailed Lupe Ortiz @ ACC Phoenix Office to have this OPINION docketed under docket no. WS-03478A-08-0454 for Far West Water & Sewer, Inc rate case. File closed.

End of Comments

Date Completed: 1/28/2009

Opinion No. 2009 - 75012

S. 03478A.08.0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: ([REDACTED])

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 - 75259

Date: 2/4/2009

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

Complaint By: First: Norm & Gayle Last: Martinson

Account Name: Norm & Gayle Martinson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Yuma

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Comment Form dated 1/26/09:

Your proposed sewer rate increase is ridiculous. We thought that the \$21.75 monthly rate per month whether we are here or not was also a bit much. We just can't understand the high increases. Why should we bail them out, and they should have planned ahead of time for expansion. The sewer company said the yearly rate of \$21.75 was for expansion, now they are proposing the same thing again.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer, provided my name and toll free tel # for the ACC Tucson office, and acknowledged his letter. I expressed thanks for taking the time to express his opinion and that his comments would be noted as a permanent record in this rate application. I advised his comments would be considered before a decision is reached in this matter.

I e-mailed Lupe Ortiz @ ACC Phoenix Office to have this docketed towards docket no. WS-03478A-08-0454 under Far West Water & Sewer. File closed.

End of Comments

Date Completed: 2/4/2009

Opinion No. 2009 - 75259

WS-03478A-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75272

Date: 2/4/2009

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

Complaint By: First: David Last: Sauers

Account Name: David Sauers

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Yuma

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Comment Form dated 1-27-09:

Completely out of line with inflation or construction costs. Maybe some one else should own system that manages their money better. No multimillion dollar house in both Phoenix & Yuma area or ranches in Texas consideration should be given to winter residents that only use system 4 months out of 12.

David Sauers
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer, provided my name and toll free tel # for the ACC Tucson office, and acknowledged his letter. I expressed thanks for taking the time to express his opinion and that his comments would be noted as a permanent record in this rate application. I advised his comments would be considered before a decision is reached in this matter.

I e-mailed Lupe Ortiz @ ACC Phoenix Office to have this docketed towards docket no. WS-03478A-08-0454 under Far West Water & Sewer. File closed.
End of Comments

Date Completed: 2/4/2009

Opinion No. 2009 - 75272

S. 03478A-08.0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75280

Date: 2/4/2009

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

Complaint By: First: Robert E. Last: Gerberick

Account Name: Robert E. Gerberick

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Yuma

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following customer comments via ACC Public Comment Form dated 1/26/09:

Honorable Commission Members;

This is to inform the commission on my objections to holding one of the Public Meetings in Phoenix. First of all there are just 5 members on the commission who could travel to the Yuma Area in one car or van. This would make a lot more sense than expecting the large number of property owners to travel to Phoenix.

Secondly, to hold the second public meeting in July doesn't seem reasonable. A very large number of property owners are not even in the state during the summer months thus making them unable to attend. Isn't this giving Far West Water & Sewer a "BIG LEG UP" on the second meeting???

In closing, I feel that any and all meetings that concern the residents of the "Foothills Area" should be held in the Yuma Area during the winter months when the greatest number of property owners are in the area to participate.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer, left a voice mail message and provided my name and toll free tel # for the ACC Tucson office, and acknowledged his letter. I expressed thanks for taking the time to express his opinion and that his comments would be noted as a permanent record in this rate application. I advised his comments would be considered before a decision is reached in this matter.

I e-mailed Lupe Ortiz @ ACC Phoenix Office to have this docketed towards docket no. WS-03478A-08-0454 under Far West Water & Sewer. File closed.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/4/2009

Opinion No. 2009 - 75280

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

negligence or uninformed help. This is part & pared of the request for rate increases.

We just had a large rate increase several years ago, but this one is beyond all reason. I can see 25% if need be, but 150%!

Contractors are lowering prices to get Jobs and keep their employees working. I'm sure these circumstances will trickle down to Far West , Too!

Please use restraint and common sense when considering Far West's request.
We vote NO on 150% rate increase. Totally unreasonable.

Sincerely,

Donald C. Swangler
Harriet S. Swangler

[REDACTED]
Yuma, AZ [REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

February 5, 2009

Donald C. Swangler
Harriet S. Swangler

Yuma, AZ [REDACTED]

RE: FAR WEST WATER & SEWER, INC. ("FAR WEST")

Dear Donald C. & Harriet S. Swangler:

Your 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.

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,

Guadalupe Ortiz

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Public Utilities Consumer Analyst
Utilities Division

CLOSED
End of Comments

Date Completed: 2/5/2009

Opinion No. 2009 - 75333

05-03478A-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ([REDACTED])

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 - 75332

Date: 2/5/2009

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

Complaint By: First: Tom & Phyllis Last: Lelli

Account Name: Tom & Phyllis Lelli

Home: [REDACTED]

Street: [REDACTED]

Work:

City: n/a

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

RE: Docket No. WS-03478A-08-0454

2/2/09

Tom/ Phyllis Lelli

Phone: [REDACTED]
Email: [REDACTED]

Docket you wish to comment on: Far West Water/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 & Sewer have poorly managed this business since the "Girls" took over after the death of Hank. Their unsafe working habits resulting in sewer gas deaths, hiring a bookkeeper who stole money from the company, the ongoing sewer smell from the sewer system, and the unsatisfactory quality of water show that they aren't able to run the business. Homes or lots need osmosis & water softener systems. Drinking water is required to be bought with out these systems.

The Company now requires people to pay for sewer year round. Very unfair!! Water can be shut off when we leave & pay for turning on when we get back.

200% increase is rate is Totally Outlandish appalling. We should not have to pay for this horrible mismanaged mistakes!!! They are only thinking of themselves not the customer. GREED is their problem.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Please call us at [REDACTED]

Thomas & Phyllis Lelli
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/5/2009 - Email to Customer:

February 5, 2009

RE: Far West Water & Sewer, Inc.
Docket Number: WS-03478A-08-0454

Dear Tom & Phyllis Lelli,

Your letter dated, February 2, 2009 regarding the Far West Water & Sewer, Inc. ("Far West") rate case sent to the Arizona Corporation Commissions office. An opinion will be placed on file with the Docket Control Center of the Commission to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Far West rate 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.

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) 222-7000 or directly at [REDACTED]

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 2/5/2009

Opinion No. 2009 - 75332

WS-03478A-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ([REDACTED])

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 - 75327

Date: 2/5/2009

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

Complaint By: First: Audrey Last: Walker

Account Name: Audrey Walker

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Yuma

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

OPINION OPPOSED:

RE: Docket No WS-03478A-08-0454

It appears obvious the Far West Water and Sewer Company (FWSW) has no concept of the present economy. They are asking for rate increases that in total exceeds over 200%. They are able to ask these rates because they are plainly a monopoly. There is no other service for these property owners.

Some homes and properties serviced by FWSW are in foreclosure. This rate hike may break the backs of many people who have managed to hold on their property thus far. This is simply an attempt to make remaining home owners foot the bill for all property owners. The rate hike appears to apply to sewer users only. The sewer infrastructure is already in place. This is not planning for a future sewer system, this is also a system that is only a few years old requiring little future maintenance. This is bad management of the present system

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Email to Customer:

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

Dear Audrey Walker,

Your email regarding the Far West Water & Sewer, Inc. ("Far West") rate case sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center of the Commission to be

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Far West rate 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.

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) 222-7000 or directly at [REDACTED]

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 2/5/2009

Opinion No. 2009 - 75327

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Gaye and Larry Pryse


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/09 I left a message for Mr. Pryse. I advised him that his 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. He appreciated the call and information.

End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75577

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Written response mailed to Mr. Michael & Marjorie Sogura

February 6, 2009

Michael & Marjorie Sogura


RE: FAR WEST WATER AND SEWER COMPANY

Dear Customer:

Your 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.

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: 2/6/2009

Opinion No. 2009 - 75487

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/9/09

February 9, 2009

RE: FAR WEST WATER & SEWER COMPANY

Dear water customer:

Your 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.

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,

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

Date Completed: 2/9/2009

Opinion No. 2009 - 75549

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 - 75561

Date: 2/9/2009

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

Complaint By: First: Last:
Scott Beyl

Account Name: Scott & Karen Beyl

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: (928) 342-1238

Nature of Complaint:

January 31, 2009

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St.

Phoenix Arizona 85007

To whom it may concern,

I wish to share my concerns over the Far West Water and Sewer proposed rate hike.

My wife and I are residents within the Far West Water and Sewage District. We own our home and anticipated no more than normal inflation-based increases to our utilities when we budgeted and built our home a year ago. We contributed over \$175,000 dollars into the local economy in addition to the value of the real estate it sits on. We became citizens of this county and state thereby shifting our tax obligations from Washington to Arizona. I believe that in this perilous economic times my wife and I have done our fair share to help stimulate our county, state, and nation.

That said, we feel that such an increase in three one year increments, even if justified or mandated by law, is an undue burden to be shouldered by a fixed income group who are struggling to keep their properties, whether it be a winter home, or fall time residence. I am not sure that the Yuma area economy can easily deal with greater recession in its economy as a result of decreased occupancy and ownership in the Foothills area. By these rates, the current rate holders would be supplying the sewer and water of at least 2.5 times our population if those new hook ups paid nothing.

I would ask if Foothills Sewer and Water has mandated that ALL subdivisions being currently or recently built are being made responsible financially for any cost of increasing its capacity as a result of its hookups. We

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

know that elsewhere, costs are covered by each subdivision and paid by the new home owner as a one time fee added to the transaction cost. At least these people know what to expect while still considering the purchase. I have yet to see a halt in new subdivisions in this area which just adds to our problem. I know a moratorium has been placed on older existing hookups that have been unused. I believe a class action suit has been engaged on that issue.

I would also ask if any other independent outside third party experts have been engaged by others than Far West. Are we, or you for that fact, getting all of the options available? Sewage and waste water treatment is a highly specialized field that we as lay people are not capable of addressing without experts. I would also ask about Far West's skills and abilities to execute their function adequately. I know from experience that municipalities elsewhere have gone to far greater lengths to avoid sewage overflows resulting in state and federal violations than Far West has. They have even had unfortunate fatalities occur on job sites as a result of unsafe labor practices. Are these issues happening on other steps of Far West's business ladder?

These comments are what they are: my wife and my personal opinions and observations. We do believe that such a high rate increase should absolutely not be placed into effect in such a limited time frame considering the pressures brought to bear on us by the current economy. We also believe that all persons concerned have to be absolutely sure by utilizing third party facts, figures, and legal reviews that this much of a hike is reasonable and required for our benefit as subscribers to their services. The July public meeting date should also be taken with a grain of salt as to its real value. Turnout, in my estimation, would be 10 to 15 percent of those landowners currently here. Of that group, virtually all of those would be in the "con" category. And lastly, all, and we mean ALL alternate funding and financing options be explored, up to and including Federal Stimulus money. It's a great new democratic world out there.

My wife and I stand ready assist u in safeguarding our interests.

Sincerely,

Scot & Karen Beyl


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/09 I spoke with Mr. Beyl and advised her that her 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. She appreciated the call and information.

End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75561

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Irene Banfill
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/09 I spoke with Ms. Banfill and advised her that her 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. She appreciated the call and information.

End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75559

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

2/9/09 2/9/09 I spoke with Ms. Williams, and advised her that her 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. She appreciated the call and information.
End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75554

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 - 75548

Date: 2/9/2009

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

Complaint By: First: Joseph L Last: Hagan

Account Name: Joseph L Hagan

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: (928) 342-1238

Nature of Complaint:

2/9/09 Received letter from customer.

Joseph W. Hagan
[REDACTED]

Arizona Corporation Commission
Consumer Service Section
1200 West Washington Street

Phoenix, Az. 85007

Reference: Docket No. WS-03478A-08-0454

During these times of recession it is unbelievable that Far West would propose such a rate increase.

There should be NO bail out at taxpayers expense of such a proposed rate increase.

If Far West cannot operate without such a ridiculous increase, get them out of business and replace them with a more efflent company. This letter conveys a NO vote for the proposed rate increase by Far West Water and Sewer Company.

Joseph W Hagan
Daisy L Hagan
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

2/9/09 I spoke with Ms. Daisy L Hagan, and advised her that her 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. She appreciated the call and information. CLOSED.
End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75548

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 - 75566

Date: 2/9/2009

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

Complaint By: First: Allan Last: Spitzer

Account Name: Allan & Patricia Spitzer

Home: (000) 000-0000

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: (928) 342-1238

Nature of Complaint:

[REDACTED]
February 4, 2009

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007

Subject: Docket No. WS-03478A-08-0454
Gentlemen:

We were outraged when we received the public notice from you about the request from Far West Water and Sewer to raise our sewer fees to 300 % over the next three years.

We are winter visitors who bought our house in 2000. For the first two years we were, were only charged sewer fees for the five months we were in Yuma. Since then we have been charged sewer fees for the whole year.

Far West is telling us the reason for the increase is the Arizona state mandates requiring the water output at the treatment plants to be cleaner. Why does the water have to be cleaner to be put on the golf course lawn?

Far West Water and Sewer is owned by the Schechert family who also own most of the Foothills and H & S Development. They just opened a new development which, when sold out, will have 219 lots with two sewer hookups per lot. The housing market now is bad. The Schechert family and Far West Water and Sewer recently did an upgrade on one of the sewer plants, increasing the capacity by 300% Was that to satisfy the county to get approval for the new development? The housing market is bad, the cost of living is skyrocketing and now you want to put this financial burden on our backs.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Since there are many winter visitors here in the Foothills, the Schechert family and Far West Water and Sewer are just plain greedy and trying to gouge us for everything.

Then there is the mailer of the Public Hearing - July 29, 2009, in Phoenix, AZ scheduled when all of the winter visitors have gone home and many of the permanent residents are unable to get to Phoenix to the meeting.

This is a ripoff by the Schechert family. Do not allow it!

Sincerely,

Allan & Patricia Spitzer
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/09 I spoke with Ms. Spitzer and advised her that her 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. She appreciated the call and information.

End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75566

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Since there are many winter visitors here in the Foothills, the Schechert family and Far West Water and Sewer are just plain greedy and trying to gouge us for everything.

Then there is the mailer of the Public Hearing - July 29, 2009, in Phoenix, AZ scheduled when all of the winter visitors have gone home and many of the permanent residents are unable to get to Phoenix to the meeting.

This is a ripoff by the Schechert family. Do not allow it!

Sincerely,

Ben & Ruth Decker
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/09 I left a message for Mr. Ben Decker. I advised him that his 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. She appreciated the call and information.
End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75567

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 - 75573

Date: 2/9/2009

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

First:

Last:

Complaint By: Carl M

Warfield

Account Name: Carl M & Laura Warfield

Home: (000) 000-0000

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: (928) 342-1238

Nature of Complaint:

2/9/09 received correspondence

Carl & Laura Warfield
[REDACTED]

5 February 2009

Arizona Corporation Commission
Consumer Services Section,
1200 West Washington,
Phoenix, AZ. 85007

Ret Docket No. WS-3478A-08-0454

Dear Sir or Madam

We are part of the Winter Visitors that travel to Yuma to spend the cold and snowy winter months. We do own property, pay tax, and contribute to the economy by purchasing needed items from local stores during our stay in the area. When we purchased our property we considered the costs & utilities, upkeep, and tax expenses, as we were and are still, in a fixed income situation.

As a part & our considered costs were utilities, water and sewer charges. At the time we first purchased our property the water was on Nas use& basis, with sewer charges made only during the time that water was turned on to the lot. After a few years the utility company changed that so charges for the sewer line are due during the whole year. This seems to be a severe overcharge, since we add no effluent into the sewer system during the summer months as we are not in Yuma. We accepted that increased charge, but we have serious doubts about its legality, since that increase was applied outside of any commissions' approval.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

This new attempt to grab the golden goose, is certainly just that the company wants to extract the maximum revenue, in a short span of time. The company was sued and fined for two workers deaths and then taken to court for air and water violations. Far West denies any reflection of these cost are in this increase, but it is transparent to all of us affected. The effect will soon become evident, there will be a drop in property values, reduction in property sales and in land usage. We, as retired (temporary) residents) will begin looking for another locality to set as our winter home. Utility costs do matter, in retiree's plans.

Arizona has been growing extremely fast compared to other states this will have an impact on the Foothills, the city and on the state. This requested increase is excessive and should be rejected and sent back to Far West Water & Sewer - "Denied"-.

Carl M Warfield
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/09 I left a message for Mr. Levine. I advised him that his 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. He appreciated the call and information.

End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75573

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

revenue, in a short span of time. The company was sued and fined for two workers deaths and then taken to court for air and water violations. Far West denies any reflection of these cost are in this increase, but it is transparent to all of us affected. The effect will soon become evident, there will be a drop in property values, reduction in property sales and in land usage. We, as retired (temporary) residents) will begin looking for another locality to set as our winter home. Utility costs do matter, in retiree's plans.

Arizona has been growing extremely fast compared to other states this will have an impact on the Foothills, the city and on the state. This requested increase is excessive and should be rejected and sent back to Far West Water & Sewer - "Denied"-.

Emery Susee
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/09 I spoke with Mr. Emery Susee and advised him that his 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. He appreciated the call and information.

End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75572

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 - 75568

Date: 2/9/2009

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

Complaint By: First: Edward R Last: Levine

Account Name: Edward R Levine

Home: (000) 000-0000

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

This letter is in reference to Docketed No. W543478A4&04M. I am a resident of Yuma, Az. Living at [REDACTED] and I would like to voice my opinion on Far West Water & Sewer Co. Rate request. Now I can understand a slight reasonable rate increase but 150 percent over our present rates is completely ridiculous. Most of the people living in the foothills are on retirement like myself and cannot afford that much jump in fees from what they are paying now and I am only talking about the rust propose Phase One, not the other requested Two more Phases. I sure hope that you think hard before allowing Far West their request. My opinion of Far West, is that it is a poor run company that is miss handling Their finances, to request such a ridiculous rate increase.

Thank you

Edward R Levine
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/09 I left a message for Mr. Levine. I advised him that his 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. He appreciated the call and information.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 2/9/2009

Opinion No. 2009 - 75568

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 75541

Date: 2/9/2009

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

Complaint By: First: Paul B. Last: Larimore

Account Name: Paul B. Larimore

Home: [REDACTED]

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 sent the following correspondence -

Far West needs to float bonds or something similar to offset there costs. I should not have to pay for their expansions to new developments in this area. They continue to build and open new areas without regard as to how to service them. There are areas which have had pipe lines put in and they are unwilling to hook them up. They are at or around capacity already. With other Law suits pending on past issues I feel I am being charged to help defray their costs. Please look into this diligently. A 214% increase is absurd!

Thank you,
Paul B. Larimore
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Larimore -

Your correspondence regarding the Far West Water & 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 Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

investigation and review of the rate application. Staff'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]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: [REDACTED]

Opinion No. 2009 - 75541

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75542

Date: 2/9/2009

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

Complaint By: First: Allan J. Last: Dudley

Account Name: Allan J. Dudley

Home: [REDACTED]

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 sent the following correspondence -

We are snowbirds on a limited income. Coming to Yuma during the winter months is a joy for us. We are only here a few months during the winter, paying currently \$22. We are forced to pay the sewer rates even though we are not here is already a hardship. If we are forced to pay even a more outrageous rate for sewer usage, we may eventually be forced to sell our property. This whole Foothills property value is in jeopardy, our property will be worth less because future buyers will stay clear of us knowing of the unreasonable rate of sewer usage. We implore you to denied this blackmail sewer rate increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Dudley -

Your correspondence regarding the Far West Water & 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 Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75542

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 75544

Date: 2/9/2009

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

Complaint By: First: Last:
Dennis & Karen Patten

Account Name: Dennis & Karen Patten

Home: [REDACTED]

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 sent the following correspondence -

We are winter residence and home owners in the Foothill area. We received the public notice on the proposed rate increase on our sewers from Far West Water and Sewer. What a shock as to the rate increase they are asking.

Many residence in the Foothills are senior citizens on fixed income. If this rate goes through they will be forced to sell their homes. That is if they were to be so lucky as to who would want to buy and pay this amount for sewers.

So many residences are snowbirds and are here maybe 5-6 months a year, but still are required to pay the full amount each month for services not used. This had taken effect without no prior notice to the home owners.

We have heard a lot of rumors about Far West, which have not been favorable, but not knowing what is true and what is not we do not wish to comment. But we do hope that if there are any problems that it will be investigated. We hope that you, The Arizona Corp. Commission, will deny this proposal by Far West Water and Sewer and prevent any disastrous measures that would have to be taken by the home owners if it went through.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following e-mail -

Dennis & Karen -

Your correspondence regarding the Far West Water & 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 Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff'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]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75544

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff'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]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75545

WS-03478-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75336

Date: 2/5/2009

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

Complaint By: First: C Last: Samford

Account Name: C Samford

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: Roxanne Fiddes

Contact Phone: [REDACTED]

Nature of Complaint:

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

*** REFERRED FROM COMMISSIONER NEWMAN'S OFFICE ***

Customer sent the following e-mail -

From: KSamfo9@aol.com [mailto:[REDACTED]]
Sent: Monday, February 02, 2009 4:32 PM
To: Newman-Web
Subject: (no subject)

As a newcomer to this area I was "surprised" at the new rate hike (215%) proposed by your Far West Water and Sewer Company. It seems to be an epidemic that a "hurting" corporation feels it is necessary to financially plunder constituents in order to "survive" or perhaps to profit from those with the most to suffer from yet another "bailout".

I can only hope that sanity prevails and you, as an appointed watchdog, make a fair assessment of this unthinkable request that has been made for your consideration.

Hoping for a sensible decision - C. Samford
Foothills

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Responded with the following e-mail -

Dear C. Samford -

Thank you for your recent e-mail to the Arizona Corporation Commission. Commissioner Newman has asked me to respond. I am a Consumer Analyst in the Utilities Division.

I will enter your comments into the docket for this case and all the Commissioners will have the opportunity to review them before making a final decision.

The concerns raised in letters, e-mails and phone calls received from customers will assist Commission staff in the investigation and review of the rate application. Staff'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.

Please provide me your name and address for the record. I will file your opinion when I receive that information.

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 [REDACTED]

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

Date Completed: 2/9/2009

Opinion No. 2009 - 75336

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

reminded that in a capitalistic system poor business management is not rewarded by profit. The owners of Far West also own many businesses that have profited substantially from past growth. Through creative accounting a loss in one business may strengthen the gains in other businesses. As a hypothetical example, a \$20.00 sewerage fee looks a lot better to a real estate buyer than the proposed \$74.32. Banks, grocery stores, hardware stores, real estate and land companies all profit when the community grows so significantly. Moreover, there may be a significant loss in property value for the Far West customers at a time when property values are already depressed.

A neighbor told me that as far back as 2003 an informal meeting took place, as a result of odor complaints near Vista Del Sol. The meeting took place at a private residence near the Palm Shadows (9700 E. 40th) Far West site. Representatives attended the meeting from the city. Far West The Developer (Jacobson) and neighbors. The question was raised whether Vista Del Sol development of phase IV should be held up until the plant was able to support sewerage from the first three phases. The developer assured that it would be taken care of. Now two years after all phases of Vista Del Sol is complete the smells continue.

As I understand it, Vista Del Sol is a housing development bounded by 33rd Street, 40th Street, Salida Del Sol, and Puesta Del Sol. This tract was developed between 1999 and 2006. Far West somehow obtained permits to build a sewerage treatment facility known as Palm Shadows to provide sewerage treatment. The Developer traditionally pays the sewerage company a contribution to hook up to cover the cost of facility construction requirements. The advertised rate for sewerage was \$20.00 per month. Initially winter visitors could "disconnect" or not be billed for the season they did not occupy the lot. According to the Yuma Sun news article dated March 17th 2006 "All Far West facilities were in violation. At some point, according to ADEQ the Palm Shadows facility was cited for having six settling ponds and only had permits for two and due to poor percolation of the soil was ordered to close. In another Yuma Sun article dated March 9th, 2008 Far West's attorney, Andy Capestro said "the odor stems from six percolating ponds where treated effluent is processed but not draining efficiently because the ponds sit on clay beds. Far West tried to excavate below the clay beds to improve drainage but the deeper they dug, the more clay they found."

All this seems pretty expensive doesn't it? Which begs the question why wasn't the site properly planned including geological engineering and soil tested for percolation and presence of layers of clay BEFORE CONSTRUCTION BEGAN IN THE FIRST PLACE? Certainly the money spent for all this reconstruction should not be the burden of the customer base.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following correspondence -

Dear Mr. Pendray:

Your letter 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 letters, e-mails and phone calls 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.

WS-03478A-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 75551

Date: 2/9/2009

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

First:

Last:

Complaint By: Gary and Virginia Tucker

Account Name: Gary and Virginia Tucker

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Yuma

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Very disappointed and disgusted by the proposed rate increases. Most of us are on fixed incomes and these rates will be a financial burden that we should not have to suffer. When we bought in 2001 it seems liked the sewer bill was \$20/month and was not charged during the summer periods when we were not here. Now we are paying \$21.75 every month of the year regardless if we are here or not. Due mostly to this proposed increase my neighbor has put his home up for sale, I expect this may be the case for many of use in the near future. I would have bought a lot in the areas that have septic tanks if I had a clue that Far West would go bezerk with rate increases. Please deny these increases or authorize us to put in a septic system and disconnect from Far West sewer.

Respectfully,
Gary and Virginia Tucker
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/9/09 I contacted consumer and informed him that his opinion had been received and will become part of the permanen file and that distribution will be made to Commissioners and staff members assigned to this matter. He appreciated the information. Closed

filed in docket no. WS-03478A-08-0454
End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 2/9/2009

Opinion No. 2009 - 75483

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2/6/09 I contacted Mr. Mitchell and informed him that his opinion had been received and that it will be made part of the permanent file. Distribution will be made to Commissioners and Staff members in this case. He appreciated the information. Closed

Filed in Docket No. WS-03478A-08-0454
End of Comments

Date Completed: 2/6/2009

Opinion No. 2009 - 75480
