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ORIGINAL

RECEIVED

1 Andrew J. Capestro  
2 Far West Water and Sewer, Inc.  
3 13157 E. 44<sup>th</sup> Street  
4 Yuma, Arizona 85367  
5 (928) 342-3344

2009 FEB 20 P 12: 30  
AZ CORP COMMISSION  
DOCKET CONTROL

6 **BEFORE THE ARIZONA CORPORATION COMMISSION**

7 IN THE MATTER OF THE  
8 APPLICATION OF FAR WEST WATER  
& SEWER, INC., AN ARIZONA  
CORPORATION, FOR AUTHORITY (1)  
9 TO ISSUE EVIDENCE OF  
INDEBTEDNESS IN AN AMOUNT NOT  
10 TO EXCEED \$25,215,000 IN  
CONNECTION WITH (A) THE  
11 CONSTRUCTION OF SEWER SYSTEM  
INFRASTRUCTURE IMPROVEMENTS  
12 AND (B) REPAYMENT AND  
CONSOLIDATION OF EXISTING DEBT;  
13 AND (2) TO ENCUMBER ITS REAL  
PROPERTY AND PLANT AS SECURITY  
14 FOR SUCH INDEBTEDNESS.

DOCKET NO. WS-03478A-05-0801

**NOTICE OF FILING  
ODOR COMPLAINT LOG**

15 Pursuant to Decision No. 69335, Far West Water & Sewer, Inc. hereby files this  
16 Notice of Filing of the Far West Water and Sewer, Inc., log of odor complaints maintained  
17 by the company.

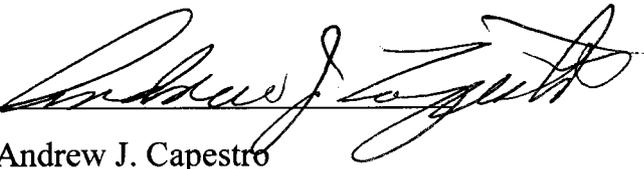
18 Dated this 19<sup>th</sup> day of February, 2009.

20 Far West Water and Sewer, Inc.

21 Arizona Corporation Commission

22 **DOCKETED**

23 FEB 20 2009

24 By   
Andrew J. Capestro

25 DOCKETED BY 

1 ORIGINAL and 13 copies delivered this  
2 19th day of February, 2009 to:

3 Docket Control  
4 Arizona Corporation Commission  
5 1200 West Washington Street  
6 Phoenix, Arizona 85007

7 COPY mailed this 19<sup>th</sup> day of February, 2009 to:

8 Compliance Section  
9 Arizona Corporation Commission  
10 1200 West Washington Street  
11 Phoenix, Arizona 85007

12 Legal Division  
13 Arizona Corporation Commission  
14 1200 West Washington  
15 Phoenix, AZ 85007

16 By: 

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### FWW Sewer Odor Log

	November 2008												
Date	Time	Name	Closest WWTP	Address	Phone #	Customer Comments	Work Order #						
4-Nov	11:45 AM	Jamie (Desert Sun)	Marwood	14130 E 49th Ln	503-777	Customer called to complain of sewer odor all times of the day for the last three months. Mostly on east side of home.	112592						
						*11/5/08: Supervisor contacted realtor about odor, house is and has been empty for at least a couple of months. Had collections jet and flush system with chlorinated water. Customer will also run water down drains and flush inside.							
10-Nov	8:35 AM	Jason Faber	Palm Shadows	11533 E 35th St	345-3801	Customer called to complain of sewer odor for the past few weeks, smell has gotten worse. Mostly in the evening and early morning around 6am.	112828						
						*11/10/08: Collection Crew went out to jet system and flush with chlorinated water. System was clean prior to jetting, smell seems to be coming from RV resort just East of development. Tried contacting customer several times, no answer but left message.							
11-Nov	9:40 AM	Allen Lenhart	Section 14	13319 S Noemi Ave	345-9675	Customer called complaining of sewer odor for last two nights has been really strong. Has been back since end of September.	112928						
						*11/12/08: Collections Crew jetted low spots in system then flushed with chlorinated water. Customer is aware of low spot and that we have to flush it a couple of times a year.							

### FWW Sewer Odor Log

17-Nov	3:05 PM	Carol Cornett	Marwood	13404 E 52nd Dr	345-6554	Customer called about sewer odor in back of home. Odor is between house and shed (outhouse). Has been going on for a week off and on.	113173
						*11/18/08: Collections crew jetted area and flushed with chlorinated water even though system seemed free of debris. Supervisor did notice at next lot over, RV sewer lines were laid out next to fence, possibly causing the odor. He was unable to reach customer but left message.	
18-Nov	8:40 AM	Beverly Miller	Seasons	10194 S Cyclone Ave	345-2229	Customer called about sewer odor. Said they have smelled it for the last two nights. Said its so bad they cant sleep.	113193
						*11/19/08: Collection crew went out to area, system looked clean and no smell was present at that time. Crew jetted lines and flushed with chlorinated water to help eliminate any further odors.	
25-Nov	12:30 PM	Jason Rogers	Del Oro	11486 E Del Golfo	845-238-4110	Customer called complaining of sewer odor. Said it is all the time never stops.	113438
						*11/26/08: Collections went out to area and jetted street and also flushed with chlorinated water. Customer is in a newer area on sewer that is surrounded by septic area. Contacted customer and they stated smell has ceased, will call if odors returns.	
						<b>Total : 6</b>	







## FAR WEST WATER & SEWER, INC.

Richard Martinez  
Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington  
Phoenix, AZ 85007

Re: Mr. & Mrs. Richard A. Youngs  
Docket No. WS-03478A-08-0454

Dear Mr. Martinez,

In response to the complaint filed by Mr. and Mrs. Youngs, Far West Water and Sewer, Inc., (Far West) has investigated the matter and responds as follows:

Far West previously instituted a formal odor control program, managed by US Filter (Siemens), in May 2006. Under this program, Midas Carbon scrubbers were installed at strategic locations for wet well odor control throughout Far West's service area. In addition, Bioxide is injected to eliminate odors upon discharge at set locations. Since instituting this program, Far West has paid US Filter \$434,216 for the equipment and chemicals to control odors, and the program continues at a monthly cost of \$10,195 per month. Pursuant to the contract, US Filter inspects the equipment every two weeks, and reports its findings to Far West and Far West's engineers. Even though there may be H<sub>2</sub>S gas present before entering the scrubber, the scrubber effectively eliminates such gases upon discharge. US Filter also investigates any odor problems, which is followed by continuous vapor phase monitoring, analysis and recommendations.

In addition to the US Filter program, Far West maintains a program of maintenance under which its crews water jet and chlorinate the sewer lines throughout Far West's service area. This program continues throughout the year, and a single neighborhood will be jetted and chlorinated several time each year. If an odor complaint is received, that area will be jetted and chlorinated again. In many cases, the cause of the odor is stagnant sewage in a line because there is not enough influent flow, which occurs as a result of residents leaving for the summer. In addition, there are approximately 8,000 privately owned septic tanks in the area, which Far West does not own or maintain. These septic tanks are sometimes the cause of the odor.

Far West has researched the issue of a backup on 24<sup>th</sup> Street in 2005. Far West's representatives discovered that a contractor for a developer, not associated with Far West, installed sewer lines for a project known as Estrella II, and left one of the lines plugged. The contractor discovered this error after sewage started backing up the lines and removed the blockage. Apollo Drain Service cleaned up the spill.

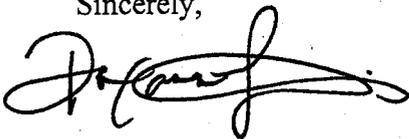
Representatives of Far West also went to 10790 E. 39<sup>th</sup> Street, the present location of the Youngs' residence, after receiving this complaint, and no odor was detected. There is a sewer manhole directly in front of that residence, which would be jetted and chlorinated a part of the maintenance program described above. Far West has received no complaints from the Youngs since they began receiving service at their present location in 2006. If a complaint had been received, a crew would have been dispatched to clean and chlorinate the sewer lines, and to conduct an investigation to determine the source of the problem.

The Youngs are not charged \$45 per month for sewer service. The current monthly charge for sewer service is \$21.75 per month. The monthly charges for water service and taxes make up the remainder of the bill. In other words, the Youngs' bill covers both water and sewer service.

Finally, it should be noted that Far West is in the process of installing new wastewater treatment plants, and the treatment plant closest to the Youngs' residence (called Palm Shadows) will be closed within the next few months.

Please let us know if you have any questions or require any additional information.

Sincerely,

A handwritten signature in black ink, appearing to read 'Roxanne Fiddes', with a stylized flourish at the end.

Roxanne Fiddes  
Office Manager



## FAR WEST WATER & SEWER, INC.

Al Amezcua  
Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington  
Phoenix, AZ 85007

Re: Mr. Alex Mancevich  
Complaint No. 2009-75005

Dear Mr. Amezcua,

In response to the complaint filed by Mr. Mancevich, Far West Water and Sewer, Inc., (Far West) has investigated the matter and responds as follows:

Far West previously instituted a formal odor control program, managed by US Filter (Siemens), in May 2006. Under this program, Midas Carbon scrubbers were installed at strategic locations for wet well odor control throughout Far West's service area. In addition, Bioxide is injected to eliminate odors upon discharge at set locations. Since instituting this program, Far West has paid US Filter \$434,216 for the equipment and chemicals to control odors, and the program continues at a monthly cost of \$10,195 per month. Pursuant to the contract, US Filter inspects the equipment every two weeks, and reports its findings to Far West and Far West's engineers. Even though there may be H<sub>2</sub>S gas present before entering the scrubber, the scrubber effectively eliminates such gases upon discharge. US Filter also investigates any odor problems, which is followed by continuous vapor phase monitoring, analysis and recommendations.

In addition to the US Filter program, Far West maintains a program of maintenance under which its crews water jet and chlorinate the sewer lines throughout the Far West's service area. This program continues throughout the year, and a single neighborhood will be jetted and chlorinated several times each year. If an odor complaint is received, that area will be jetted and chlorinated again. In many cases, the cause of the odor is stagnant sewage in a line because there is not enough influent flow, which occurs as a result of residents leaving for the summer. In addition, there are approximately 8,000 privately owned septic tanks in the area, which Far West does not own or maintain. These septic tanks are sometimes the cause of the odor.

Representatives of Far West also went to 13879 E. 51<sup>st</sup> Street, the present location of Mr. Mancevich's residence, after receiving this complaint, and no odor was detected. Far West has received no complaints from Mr. Mancevich since he began receiving service at his location in 1998. If a complaint had been received, a crew would have been dispatched to clean and chlorinate the sewer lines, and to conduct an investigation to determine the source of the problem.

In regards to the quality of water, attached is a copy of our most current Consumer Confidence Report. Again, Far West has received no complaints from Mr. Mancevich about the concern of the quality of water.

Please let us know if you have any questions or require any additional information.

Sincerely,

Roxanne Fiddes







## FAR WEST WATER & SEWER, INC.

Trish Meeter  
Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington  
Phoenix, AZ 85007

Re: Ms. Jean Rummel  
Complaint No. 2009-75410

Dear Ms. Meeter,

In response to the complaint filed by Ms. Rummel, Far West Water and Sewer, Inc., (Far West) has investigated the matter and responds as follows:

Far West previously instituted a formal odor control program, managed by US Filter (Siemens), in May 2006. Under this program, Midas Carbon scrubbers were installed at strategic locations for wet well odor control throughout Far West's service area. In addition, Bioxide is injected to eliminate odors upon discharge at set locations. Since instituting this program, Far West has paid US Filter \$434,216 for the equipment and chemicals to control odors, and the program continues at a monthly cost of \$10,195 per month. Pursuant to the contract, US Filter inspects the equipment every two weeks, and reports its findings to Far West and Far West's engineers. Even though there may be H<sub>2</sub>S gas present before entering the scrubber, the scrubber effectively eliminates such gases upon discharge. US Filter also investigates any odor problems, which is followed by continuous vapor phase monitoring, analysis and recommendations.

In addition to the US Filter program, Far West maintains a program of maintenance under which its crews water jet and chlorinate the sewer lines throughout the Far West's service area. This program continues throughout the year, and a single neighborhood will be jetted and chlorinated several time each year. If an odor complaint is received, that area will be jetted and chlorinated again. In many cases, the cause of the odor is stagnant sewage in a line because there is not enough influent flow, which occurs as a result of residents leaving for the summer. In addition, there are approximately 8,000 privately owned septic tanks in the area, which Far West does not own or maintain. These septic tanks are sometimes the cause of the odor.

Representatives of Far West also went to 14773 E. 52<sup>nd</sup> Drive, the present location of Ms. Rummel's residence, after receiving this complaint, and no odor was detected. Far West has received no complaints from Ms. Rummel since she began receiving service at her location in 2006. Far West contacted Ms. Rummel in regards to her concerns and she stated that odor was not present on her street but when she takes her walks west of her location, odor is present. Far West informed Ms. Rummel that we do have low spots in that area which Far West jets and chlorinates on a regular basis, minimum 4-6 times per year. Ms. Rummel did state that this was her first time to complain and that the rate increase prompted her to contact the ACC about her concerns, making the odor being one.

Please let us know if you have any questions or require any additional information.

Sincerely,

Roxanne Fiddes



## FAR WEST WATER & SEWER, INC.

Reg Lopez  
Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington  
Phoenix, AZ 85007

Re: Kelly Heaton  
Complaint No. 2009-75506

Dear Mr. Lopez,

In response to the complaint filed by Mr. Heaton, Far West Water and Sewer, Inc., (Far West) has investigated the matter and responds as follows:

Far West previously instituted a formal odor control program, managed by US Filter (Siemens), in May 2006. Under this program, Midas Carbon scrubbers were installed at strategic locations for wet well odor control throughout Far West's service area. In addition, Bioxide is injected to eliminate odors upon discharge at set locations. Since instituting this program, Far West has paid US Filter \$434,216 for the equipment and chemicals to control odors, and the program continues at a monthly cost of \$10,195 per month. Pursuant to the contract, US Filter inspects the equipment every two weeks, and reports its findings to Far West and Far West's engineers. Even though there may be H2S gas present before entering the scrubber, the scrubber effectively eliminates such gases upon discharge. US Filter also investigates any odor problems, which is followed by continuous vapor phase monitoring, analysis and recommendations.

In addition to the US Filter program, Far West maintains a program of maintenance under which its crews water jet and chlorinate the sewer lines throughout the Far West service area. This program continues throughout the year, and a single neighborhood will be jetted and chlorinated several times each year. If an odor complaint is received, that area will be jetted and chlorinated again. In May 2008, we did receive a phone call from Mr. Heaton in regards to sewer odor and the collection crew was sent out to the area. At that time, the crew jetted the collection system and also flushed with chlorinated water. Far West has not heard back from Mr. Heaton since. In many cases, the cause of the odor is stagnant sewage in a line because there is not enough influent flow, which occurs as a result of residents leaving for the summer. In addition, there are approximately 8,000 privately owned septic tanks in the area, which Far West does not own or maintain. These septic tanks are sometimes the cause of the odor.

Representatives of Far West also went to 9642 E. 38<sup>th</sup> Place, the present location of Mr. Heaton's residence, after receiving this complaint, and odor was detected but not consistent. Far West has received no complaints from Mr. Heaton since May 2008. Far West has no record of Mr. Heaton contacting the office in regards to the odor from the treatment pond. Far West's collection crew was called out to the location to check the main system for clean and clear flow. Just as a preventative measure, the collections crew did jet the entire street of 38<sup>th</sup> Pl and flushed with chlorinated water to help eliminate any odors that might be present.

Please let us know if you have any questions or require any additional information.

Sincerely,

Roxanne Fiddes



## FAR WEST WATER & SEWER, INC.

Trish Meeter  
Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington  
Phoenix, AZ 85007

Re: Joan Davidson  
Complaint No. 2009-75801

Dear Mrs. Meeter,

In response to the complaint filed by Ms. Davidson, Far West Water and Sewer, Inc., (Far West) has investigated the matter and responds as follows:

Far West previously instituted a formal odor control program, managed by US Filter (Siemens), in May 2006. Under this program, Midas Carbon scrubbers were installed at strategic locations for wet well odor control throughout Far West's service area. In addition, Bioxide is injected to eliminate odors upon discharge at set locations. Since instituting this program, Far West has paid US Filter \$434,216 for the equipment and chemicals to control odors, and the program continues at a monthly cost of \$10,195 per month. Pursuant to the contract, US Filter inspects the equipment every two weeks, and reports its findings to Far West and Far West's engineers. Even though there may be H<sub>2</sub>S gas present before entering the scrubber, the scrubber effectively eliminates such gases upon discharge. US Filter also investigates any odor problems, which is followed by continuous vapor phase monitoring, analysis and recommendations.

In addition to the US Filter program, Far West maintains a program of maintenance under which its crews water jet and chlorinate the sewer lines throughout the Far West service area. This program continues throughout the year, and a single neighborhood will be jetted and chlorinated several time each year. If an odor complaint is received, that area will be jetted and chlorinated again. In many cases, the cause of the odor is stagnant sewage in a line because there is not enough influent flow, which occurs as a result of residents leaving for the summer. In addition, there are approximately 8,000 privately owned septic tanks in the area, which Far West does not own or maintain. These septic tanks are sometimes the cause of the odor.

Representatives of Far West also went to 9723 E 34<sup>th</sup> Lane, the present location of Ms. Davidson's residence, after receiving this complaint, and no odor was detected. Far West has received no complaints from Ms. Davidson since we began providing sewer service as of 2001. Far West collection crew was called out to the location to check the main system for clean and clear flow. Just as a preventative measure, the collections crew did jet the entire street of Salida Del Sol Avenue and all adjacent streets, also flushing with chlorinated water to help eliminate any odors that might be present.

Please let us know if you have any questions or require any additional information.

Sincerely,

Roxanne Fiddes



## FAR WEST WATER & SEWER, INC.

Al Amezcua  
Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington  
Phoenix, AZ 85007

Re: Mr. Melvin Ames  
Complaint No. 2009-76077

Dear Mr. Amezcua,

In response to the complaint filed by Mr. Ames, Far West Water and Sewer, Inc., (Far West) has investigated the matter and responds as follows:

Far West previously instituted a formal odor control program, managed by US Filter (Siemens), in May 2006. Under this program, Midas Carbon scrubbers were installed at strategic locations for wet well odor control throughout Far West's service area. In addition, Bioxide is injected to eliminate odors upon discharge at set locations. Since instituting this program, Far West has paid US Filter \$434,216 for the equipment and chemicals to control odors, and the program continues at a monthly cost of \$10,195 per month. Pursuant to the contract, US Filter inspects the equipment every two weeks, and reports its findings to Far West and Far West's engineers. Even though there may be H<sub>2</sub>S gas present before entering the scrubber, the scrubber effectively eliminates such gases upon discharge. US Filter also investigates any odor problems, which is followed by continuous vapor phase monitoring, analysis and recommendations.

In addition to the US Filter program, Far West maintains a program of maintenance under which its crews water jet and chlorinate the sewer lines throughout the Far West's service area. This program continues throughout the year, and a single neighborhood will be jetted and chlorinated several time each year. If an odor complaint is received, that area will be jetted and chlorinated again. In many cases, the cause of the odor is stagnant sewage in a line because there is not enough influent flow, which occurs as a result of residents leaving for the summer. In addition, there are approximately 8,000 privately owned septic tanks in the area, which Far West does not own or maintain. These septic tanks are sometimes the cause of the odor. On October 14, 2008, Far West was contacted by Mrs. Ames in regards to strong sewer gas odor when her sister went to open up house before their arrival back to Yuma. At that time, the Supervisor was contacted and he went out to location. Attached is the work order in response to his arrival to the home and follow up that continued over a couple of days.

Representatives of Far West also went to 3551 S. Salida Del Sol Avenue, the present location of Mr. Ames's residence, after receiving this complaint, and no odor was detected. Far West has received no further complaints from Mr. Ames in regards to the sewer odor. As a preventative measure, Far West collection crew did jet the entire street of Salida Del Sol Avenue and flushed with chlorinated water to eliminate any odors that might be present.

Please let us know if you have any questions or require any additional information.

Sincerely,

Roxanne Fiddes

# WORK ORDER

Far West Water & Sewer  
13157 E 44TH ST  
Yuma,AZ 85367

Page	1
Work Order No.	111116
Work Order Date	10/14/2008

Customer No:0000023302 AMES,MELVIN  
Location Id: VDS02913 Type:Sewer  
Location: S SALIDA DEL SOL  
3551 S SALIDA DEL SOL  
YUMA,AZ 85365

Contact:  
Phone: (253) 229-6521 Ext:  
Alt. Phone: 305-0202 Ext:

Last Meter Reading:	0
New Meter Reading:	0
Correction:	

Meter Id: Enter New Meter

Action Type	Schedule Date/Time	Assigned To	Complete Date/Time	Complete By
Other	10/14/2008 12:00:00 AM	RMF	// : : AM	

Item Number	Description	Quantity	Price	Amount
0			XXXXXXXXXX	XXXXXXXXXXXXXX

customer is complaining that when her sister went to open up the house, the house was full of sewer gas odor and she is very upset...claims that she covered her vents but the smell still got thru and filled her house  
bk-66  
c-03

~~LAURE AMES~~  
(916) 543-3155

I contacted the sister, met her at <sup>the</sup> home. took a Gas meter. The H2S level alarmed within 30 seconds informed her not to enter the home. Water from the city was going to be turned on that after noon. The customer tried to summerize there home adding antifreeze and plugs in there Drains but all fixtures and Both towels were completely Dry so there was no water in pee traps or Drains the gas was able to enter the home. I returned after water was on and flush and filled all Drains. follow up the next morning odor Disipated meter read good. the customer contacted me after there arrival and were very thankful for our service  
JEFF Bigley